

Service

Process optimization



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We will guide you successfully to your goal!

Process optimization.

We record the processes in your organization and identify weaknesses, bottlenecks and improvement potentials, develop fields of action with optimization measures. This provides you with the necessary transparency and decision-making basis to launch process optimization projects with a clear conscience. With our project experience, we can also take over the project management of process optimization projects in your organization.

Challenge

Practically all companies are faced with the challenge of transferring new organizational and technological trends on the market to their own organization in a way that optimizes benefits. The promises of benefits such as greater flexibility, shorter production cycles and more satisfied customers sound tempting. But: How should the optimization be designed? What is the best way to proceed? Which methods and tools are suitable? How do you achieve the goal in a structured and step-by-step manner?

Motivation

The focus of process optimization is on improving business processes or production processes in organizations. In this way, the efficiency and effectiveness of processes can be made more economical in many areas. Startups and established companies even have to deal very intensively with the optimization of processes.

Continuity

Process optimization is a constantly ongoing process to get even more efficiently and effectively. Digitalization or the automation of certain processes also have an influence on companies. More and more, these areas are also combining with each other, so that constant improvements are absolutely necessary.

Goals

Even before it comes to analyzing and optimizing processes, you should know the goals of process optimization. The goals are adapted to a specific company. They differ, but can also be applied to all in certain points. Possible goals can be found, for example, in the area of lead time. But also in terms of costs, communication, quality and resources, there is always a need for optimization. The same applies to the productivity of a company, in terms of space or capacity utilization.

Specific objectives could include the following:

- General reduction of costs
- Optimization of capacity utilization
- Reduction of resources
- Increased productivity
- Shortened lead times
- Less downtime
- Better usability of space
- Reduction of times
- Improved communication and transparency

What are your company's focus goals?

Success factors.

Without looking at the big picture, local adjustments to processes and organizational units often do not lead to the desired result. For example, the introduction of a new project methodology only speeds up the lead time to a limited extent if requirements and portfolio management slows down the overall process. Without a common orientation, there is rather an ever greater deviation from what the customer actually wants to achieve with his requirement.

Value stream analysis

Value stream analysis is often used to optimize processes. It reveals the value stream of a product or service. It is a proven method for clearly presenting the current state of an entire process. The value stream is oriented towards the customer and defines the value added exclusively on the basis of the customer's needs. For example, what the customer expects from a product or service, whether he needs higher quality, shorter delivery times are important to him or whether the existing functionalities do not meet his needs.

From this perspective, an analysis of the actual value streams must be undertaken in order to understand the way in which customer value is realized through services, across all areas and in the end-to-end dimension. This is the only way to systematically identify and eliminate bottlenecks and non-value-creating work so that the supply chain can be continuously streamlined and accelerated.

Customer perspective

The initial starting point is to look at the process flows from the customer's perspective. The first thing to consider is from which customer perspective the value stream should be analyzed - internally or externally? The starting point necessarily includes a capture of the current status quo of the successive process steps and all its facts about activities, tasks, preconditions and user interactions. These various elements are evaluated in their entirety from the customer's perspective.

In the value stream analysis, a distinction is made between process steps that add value and those that support value. Value-adding stands for activities that directly serve to satisfy customer requirements and for which the customer is willing to pay. Value-supporting are process steps that support value-creating activities without directly serving to satisfy customer requirements. In a restaurant, for example, cooking and serving are value-adding, while washing up or purchasing are considered value-supporting. Process steps that are neither value-adding nor value-supporting cause effort without benefit and can therefore be described as waste.

Our experience. Your advantage.

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Business process map

At the beginning of a process optimization project, we look at the internal and external business environment of your organization or a specific organizational unit and capture and document the main processes and sub-processes along the value stream of your company.

As a result, you receive a process landscape of your company. On this, those business units and processes are marked that are to be examined and optimized in detail.

Business process analysis

Together with process owners and process users, we examine selected business processes and identify what is working well, where it hurts, and what options are available to eliminate the pain points and to uncover new customer requirements.

Usually, there is a wide range of possibilities, not all of which are beneficial or feasible. Therefore, it is important to focus on the improvement potentials with the greatest benefit. As soon as this selection has been made, fields of action are created. These describe the measures and the effort required to optimize or automate the process in question.

Steps for process optimization

These five successive steps make it possible to identify and systematically optimize the value-adding processes in the company, to reduce the value-supporting process steps in a controlled manner and to eliminate or automate unnecessary waste in the value stream.

1. Analyze business process
2. Identify optimization potentials
3. Define fields of action
4. Create implementation roadmap
5. Implement measures

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Solution-oriented
and strong in implementation.

We advise and support companies
in the transformation of their organization and IT.