

# Business Process Optimization

**Business Process Optimization is a structured approach for the re-design, improvement and optimization of processes vital to company performance**

Whether it's processing an order, recruiting staff or building a strong sales campaign, all sections of a business rely on having effective processes to meet targets and achieve highest performance levels against the competition. The quality of our work can be greatly enhanced by both improving processes and also ensuring they have been optimized for maximum performance.



By following a methodology, collecting and analyzing data, and applying tools from the quality toolbox (see over) it is possible to:

- Optimize processes resulting in improved customer satisfaction and organization performance
- Develop a culture leading to continuous improvement
- Gain consensus amongst staff in various functions
- Make data-driven decisions removing ambiguity, reducing potential conflict and achieving targets
- Implement a strategy to achieve the highest quality levels (Six Sigma)

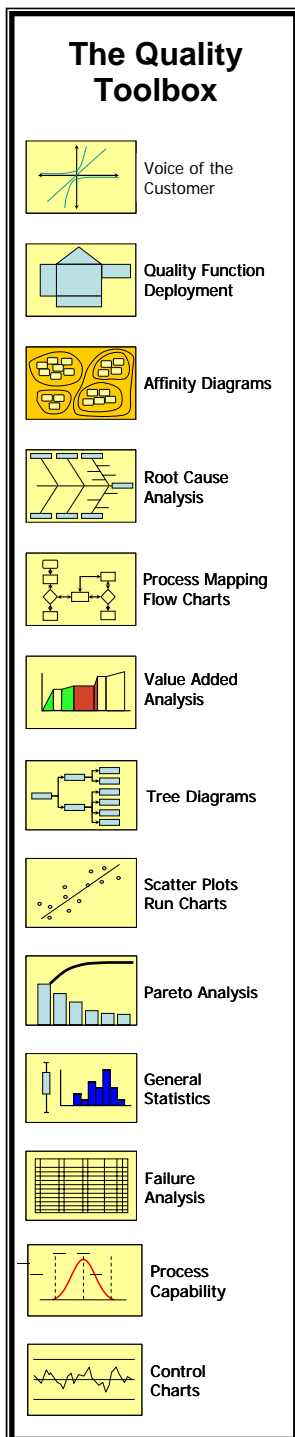


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Turn over to see how we can help

# Free Seminar: Process Optimisation



To be a winner...

...you need the right tools for the job!

Understanding and controlling variation is key to having the most efficient processes. There are a number of data-based techniques that are vital for understanding how well processes are performing and how they can be improved. **Systematic use of these tools** ensures optimised performance and a minimised error rate.

This three hour seminar for introduces the following topics in a non-mathematical way.

## Thinking about Thinking

Why we're not good at problem solving

## Making Best Use of the Quality Toolbox

Structured problem solving - we need a methodology

## Statistics as a Core Tool

A common language

## Being Pro-Active

Anticipating failure, optimal process design

## Process Capability

Measuring performance

## The Importance of Measurement

Managers, supervisors and team leaders wishing to gain an awareness of these important process improvement tools will benefit most from the seminar.

## Six Sigma

is a term coined by Motorola in the late 80s and refers to the ability of a process to meet requirements 99.997% of the time or, put another way, produce less than 4 errors per million opportunities! This is a far higher performance than most organisations achieve but striving to achieve Six Sigma can have significant benefits. Motorola were said to have made savings of \$2.2 billion applying Six Sigma techniques. Organisations who adopt a Six Sigma strategy use the quality toolbox in a directed way through a