

Service Process Management

The Key to Driving Value in Today's Service-Oriented Organization

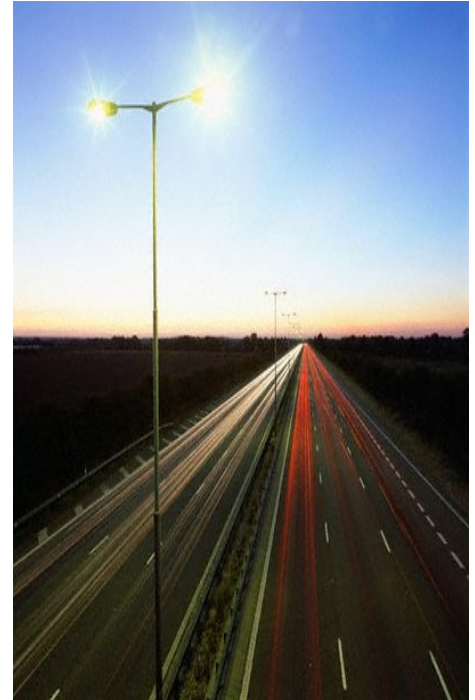
Traditionally, service organizations have been slow to embrace the management techniques proven effective in other industries. Today's demanding environment requires that even successful professional service organizations enhance their own processes and methodologies. And, by understanding and embracing these structured methodologies, organizations can deliver services that can drive significant value for their clients. Our **Service Process Management** methodologies offer the service organization like yours a meaningful way to increase value, reduce unnecessary costs, and measure overall progress against your vision and goals.

Process Management is focused on two critical components:

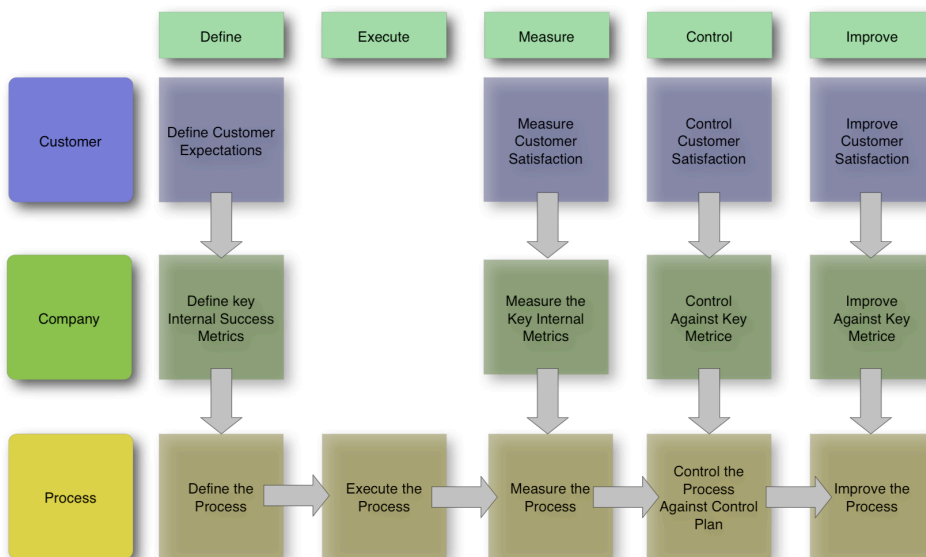
- Understanding your customers needs, and
- Enhancing the processes your company executes to deliver those services.

By adopting a process orientation your employees will understand:

- ✓ How delivery of services matches customer goals and organization goals;
- ✓ The impact of decisions both upstream and downstream;
- ✓ What steps in the process add value and where costs can be eliminated
- ✓ To promise only what can be delivered and to deliver what was promised; and
- ✓ How to move from a reactive organization to one that anticipates customer needs



Process Management is a Structured Approach to Consistently Delivering Value to Your Clients



Today's challenging business environment necessitates you have a trusted advisor who can design and implement the multidimensional growth and value enhancing alternatives your organization requires!

At Oculus Consulting Group, we have over twenty years experience helping organizations understand and define their process requirements. Let us show you how creating and managing your internal processes can continuously deliver sustained value you envision to you and your customers.

