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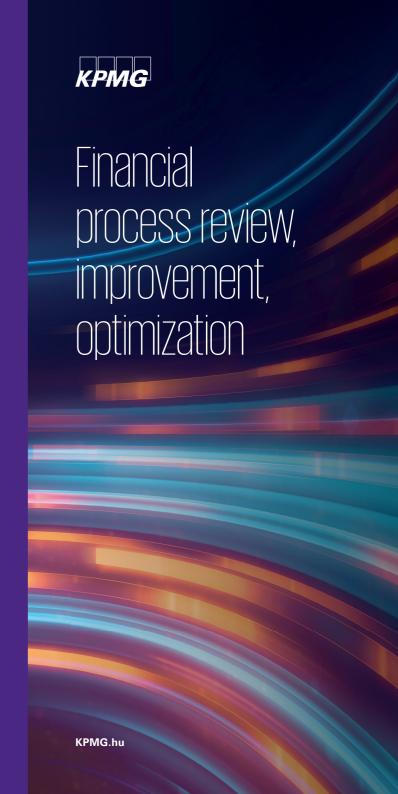
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Using the **SIPOC model** we categorize key process factors across departments for the entire company and conduct the review through the phases of **DMAIC methodology**.



Project kick-off meeting, definition of milestones

1



Measure

Process evaluationConfirmation of filled quest

Confirmation of filled questionnaires and process flow charts by the process owners. Evaluation, measurement and quantification.

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Analyse

Analysis of results

Result and root cause analysis with "5 why" methodology.





Process analysis - Logical analysis

- cumulative tasks
- unnecessary tasks

Process analysis

- time constraints (need) of processes
- quantity of outputs





Process optimization

Implementation of the process developments in line with management decision

Improve

Solution Selection Matrix

List of improvement opportunities /

as well (Solution Selection Matrix).

After the root cause analysis KPMG performs the list of improvement opportunities indicating quick wins and log term sustainable solutions





Control

Maintain the solution. Ensure the process is properly managed and monitored

On-site interviews and questionnaire On-the-spot interviews assess the tasks, responsibilities, controls and decision points perfored by the departments.

Process flow-charts

In parallel with the interviews, we review the available documents and plot the paths of the currently stable, well-defined processes.

Good process management ensures transparency of processes, enables deeper analysis of processes and the understanding process contribution to costumer value. It also enables proper SOD, demarcation of tasks and responsibilities.