

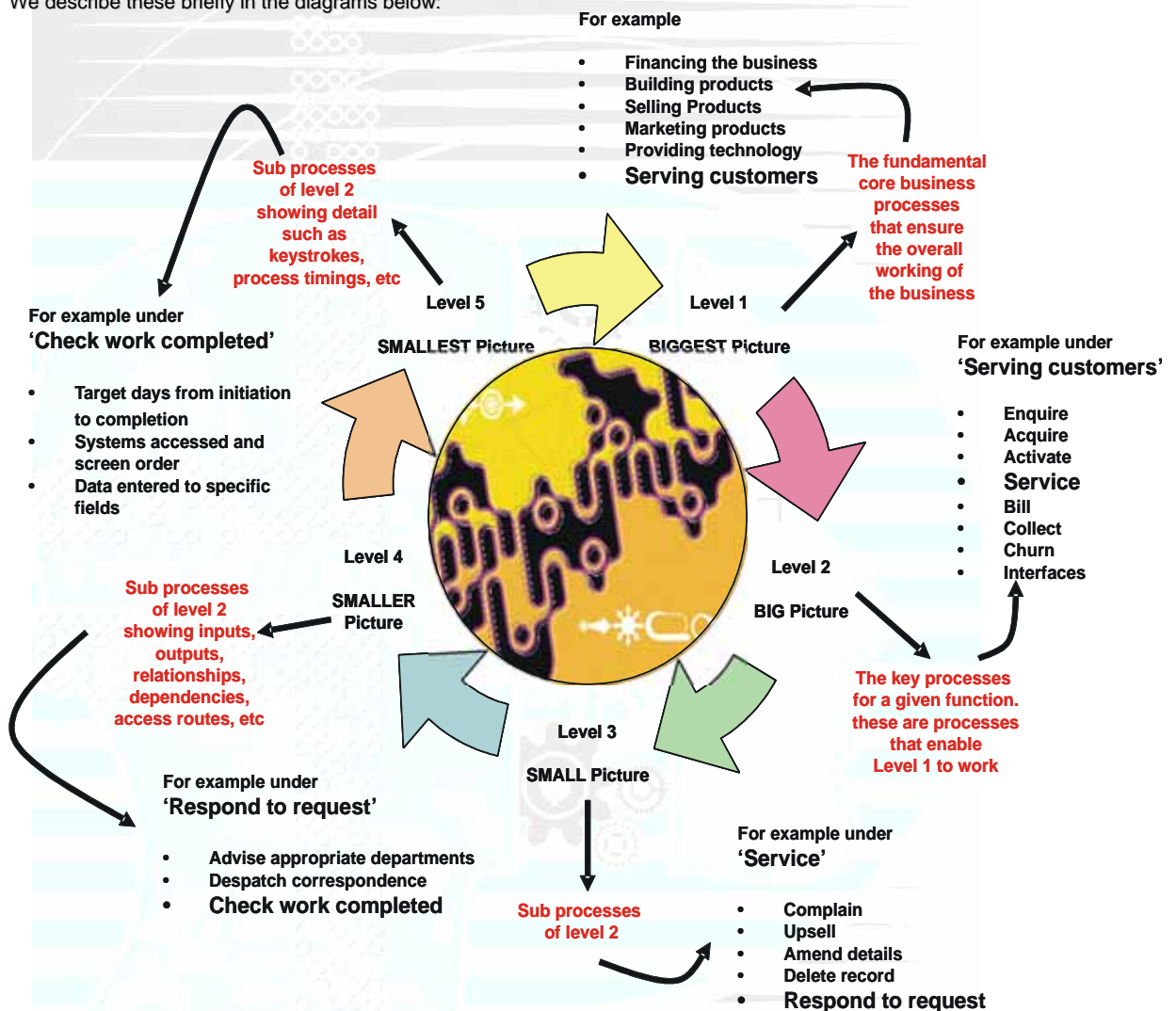


8. Processes

We believe that in many organisations, processes have evolved as opposed to having been designed and as a result support the business itself rather than the customers it exists to serve. Even for those organisations which have created new processes a short while ago, what was reflective of business and customer needs may have already changed in the light of time, new experiences and customer needs.

We are able to provide practical, hands-on consultancy help and advice in the area of process design, engineering and re-engineering. We have to hand several software tools which may be of value to a business but our starting point is usually more fundamental and simple. In essence we believe that there are some very clear steps involved in process design and mapping – from the high level (the processes that are the core of the business) through to the low level (down to individual key strokes and actions at each step of an interaction).

We describe these briefly in the diagrams below:



In addition to following a general mapping process as outlined above, we overlay two key activities, namely mapping the sunset (the processes which are current) and mapping the sunrise (the processes which are to become the future). Often due to timing issues there may be an intermediate activity which involves, for example, delivering workarounds and implementing intermediate fixes to broken processes before the planned "sunrise" can be fully delivered.

Coalesce Consulting are strong advocates of involving real customers and essentially real users in helping redesign those processes which impact them.

