

Dramatically improve your and

efficiency service

Today's tough business challenges

In these challenging business times operational efficiency is increasingly important to businesses as they seek to reduce their costs whilst still providing a high service level to their clients and customers. A proven approach to improving operational efficiency and service is through the re-engineering of key business processes.

Re-engineering – in a nutshell

Business processes are the highways along which a business delivers its capabilities to its clients and customers. They represent the way work is performed. Thus a manufacturing business uses its Order Fulfilment process to take customer orders and convert them into finished goods, using its factory and supply chain. A Law firm provides services to clients through processes such as Commercial Due Diligence, Inquests or Probate. Business processes cross vertically aligned departments within businesses and thus rely on collaboration for work to be performed

Process re-engineering tackles the problem of poor or uncompetitive processes by examining processes in a systematic and objective way, determining client/customer requirements, analysing the way the process is performed today and then designing a significantly better way of performing the process that is closer to the optimum, together with a 'case for change' and a transition plan to move from the current to the future process. Process re-engineering will typically require changes in the organisation, culture and skills of the people operating the process as well as the IT and other technology applied. So implementation of the new process will require some degree of change management to be applied.



"Our practice has improved dramatically from a middle level, now close to a world class level. It has been a pleasure working with Codexx."

Mogens Henriksen, Vice President Manufacturing
Grundfos A/S

Are your business processes broken?

Well, they may not be broken, but in many businesses they can be pretty unhealthy. Few organisations have a strong process focus or culture of thinking about business processes. Process thinking is typically stronger in industrial businesses and weakest in professional services. If most of the following describe the situation in your business, then your processes are probably in a poor state:

1. Business processes are not defined or owned
2. The 'process' depends on who is doing the job
3. Our processes have not changed for years
4. We get a lot of quality issues and complaints
5. We don't do any process benchmarking
6. Our IT solutions just automate the existing process

If you are operating with poor business processes then every day you are operating -

- You are wasting money
- Your service experience is poorer than it need be

"We retained Codexx to help us with our Effective Working programme. This has been very successful in enabling us to develop new service concepts and significantly improved working methods."

Duncan Ogilvy, Knowledge Management Partner
Mills & Reeve

Re-engineering - what are the benefits?

Re-engineering has demonstrated its potential for step-change business improvement over the last two decades across all industry sectors. If you have not performed any significant process improvement activities in the last

decade, then cost reduction of 25-50% is likely to be achievable. The key benefits typically gained from re-engineering your key business processes are:

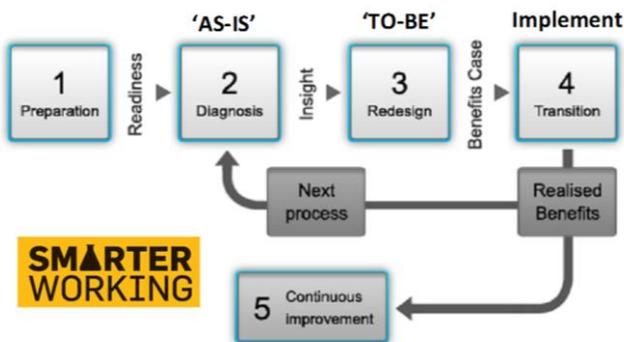
- Significant cost reduction – through waste elimination and ‘right skilling’ of the process
- Improved client service – through focus on improving the client ‘experience’
- A more repeatable process – using a defined and documented ‘One Best Way’ of operating
- Addressing skills shortages via standardisation of repetitive process elements

"Codexx worked with us to re-engineer our key Probate process. They challenged our thinking to help us develop a new best practice process and organisation. The result is a higher quality service to our clients at a much lower cost."

Rachel Brooks, Head of Private Client
Blake Morgan

Re-engineering with Smarter Working

Codexx has brought together its expertise in process re-engineering, developed over two decades, into a collaborative approach we call **Smarter Working**. This is a 5 step approach that uses a proven method and tools to enable a fast, cost-effective approach for re-engineering in your business. Our collaborative approach means that your people are involved in the ‘AS-IS’ mapping of the process and also in the development of the future ‘TO-BE’ process. This helps ensure buy-in to the new process and also reduces your costs as we can normally perform the project with 1-2 consultants.



Our Smarter Working approach uses a number of best practice methods to ensure that your re-engineering project delivers significant benefits:

- Proven AS-IS and TO-BE workshops
- Application of Lean practices
- Client Experience Mapping
- Culture, Organisation, Skills reviewed
- ‘Swim Lane’ Process mapping
- Templates for projects and selection

Our re-engineering experience

Our consultants have performed re-engineering projects in the automotive, aerospace, chemicals, legal, consulting, financial & engineering sectors over the past two decades. We have re-engineered many business processes for clients, including:

- Legal – 20 legal services & processes
- Manufacturing – Lean projects
- Maintenance support
- Management Consulting
- New Product/Service development
- Sales and Order Fulfilment

"Codexx helped us kick start change in one of our key consulting departments. The approach was provocative, collaborative and structured. This enabled us to define a significantly improved 'TO-BE' operation."

Antony Bridges, Principal Consultant
QinetiQ

Our experience – achieving benefits

We have re-engineered 30 services and processes since 2002. Typically our work has **reduced direct cost by 25-50%** whilst improving value and service to customers and clients.

Starting your improvement journey

We’re always happy to talk – so tell us about your business goals and challenges and why you’re interested in the potential for re-engineering. We can share our experience and discuss the potential for re-engineering in your business area at no charge. When it comes to supporting you on re-engineering projects, we offer fixed price services to give you budget certainty. We can also help you implement the TO-BE projects changes, together with Change Management support, either on a fixed fee or daily rate basis.

"Codexx helped us establish and run a programme to enhance the delivery of our legal services. They supported the re-engineering of four of our services and we can see significant and measurable benefits from the services that have completed the programme."

Duncan Weir, Managing Partner
Bevan Brittan

Get started

Contact us for an initial discussion on how Smarter Working could be used to help you solve your business challenges.

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