

Process Consulting

Business Processes



Content

Process mapping.....	3
Expert consultation	4
Solution-oriented consultation	5
Documentation	6

In this document is introduced Redocap Ltd. Process consulting models and results. The need for consultation is different for every customer, so models and results introduced in this documentation are mainly guidelines for the start of effective collaboration. The consultants of Redocap Ltd. aim to support customers' needs as effectively as possible. Operating models are formed individually for the customer.

Process mapping

In process mapping, you get to know the processes and create a visual process diagram that determines the sequence of events in the workflow. Process diagrams make it easier to understand and communicate processes. Managers and project managers are able to connect teams and employees better, increasing the productivity of processes. Based on accurate process diagrams, the further development of the process becomes much easier.

Clearly presented and communicated processes help, for example, in the following functions:

- Easily share detailed information with multiple entities
- Identifying and solving problems/bottlenecks
- Partitioning and role assignment of processes
- Management of process responsibilities
- Identifying dependencies and overlaps
- Development of process compatibility
- Making informed decisions

Clearly documented processes help employees understand their tasks better and encourage participation in continuous development. With mapping, employees feel that their work is easier to manage and more meaningful.

Expert consultation

The goal of expert consulting is to develop the customer's own abilities and skills to develop processes and operations. In the model, Redocap Oy's expert and the customer's representatives start working together to review the processes, trying to get a more detailed picture of the operation and identify potential problems. As a business expert, the representative of Redocap Oy guides the discussion and observations with his questions and expertise. The expert also shares and advises on tried-and-tested operating methods for creating and developing processes. The form and need for consulting can vary during the customer relationship as needed, which means that the customer relationship is based on trust and strong expertise in process development.

The customer's problem serves as the starting point for cooperation. Based on the problem description, it is possible to determine the nature of the problem, how current the problem is, what effects and opportunities the problem has, and who are the "owners" of the problem. The owners of the problem are responsible entities in relation to the process, with whom we try to find solutions and at the same time develop our own ability to solve and develop future processes. The ultimate goal is to utilize the expertise and guidance of Redocap's expert, with the help of which the customer themselves learns to understand and develop operations and processes better. The operating model achieves long-lasting and sustainable results.

Solution-oriented consultation

The goal of solution-oriented consulting is to identify process problems and develop better processes on a fast schedule. The creation of solutions starts with process mapping, which creates a visual and easily communicated picture of the current state of the processes. After this, Redocap's expert discusses the processes with the customer's representatives, creating guidelines and principles for the solution to be deployed. On the basis of process diagrams and discussions, Redocap Oy's expert creates new, developed processes that can be implemented quickly.

The ultimate purpose is to solve the problems observed by the customer in operations and processes quickly and efficiently under the guidance of a Redocap expert. Solution consulting can also be combined with expert consulting, for example with a model where, after the launch of the solution, the functionality of the process is examined using the expert consulting model.

Documentation

The customer receives documentation of the processes in preferred format. The most common documentation formats are:

- **Process diagrams** – A visual description of the process and its steps with standardized diagram symbols.
- **Textual analysis** – A textual description of the process and its parts. Commonly used as a support for a process diagram to communicate the different stages of the process
- **Instructions** – Written/pictorial instructions on how to complete the process. An effective way to strengthen employees' skills, especially in an ERP environment.



REDOCAP

ALUSTA KESTÄVÄÄN KASVUUN
