

Improved Systems and Processes

System audit
 Process design
 Functionally improved systems
 Improved quality and consistency
 Employee effectiveness improved
 Business credibility
 Business benefit

The Business Impact



Overview

Any organisation can produce an inspired piece of work, but to produce work, which is consistent, is of high quality and is done cost effectively, requires the introduction of an integrated set of systems and processes within the organisation. Good processes lead to customer satisfaction and external accreditation of these processes can lead to enhanced credibility with stakeholders.

As well as being well thought out, logical and efficient any set of processes needs to be supported by the staff in the organisation. If they are not used they add no value. Staff have to believe that it is more straightforward for them to use the process than to do their own thing. Getting staff to "own" the processes and fully conversant with the content is a continuing requirement for the organisation.

Above all else, the processes that the organisation utilises need to be "fit for purpose". Small organisations that are growing often find that the informal approaches that worked well when there were only a few people to communicate with, don't work so well when there are more people and the organisation becomes more complex. Equally large organisations need to re-engineer their processes as they change size and shape to meet the needs of their customers.

Case Studies

Find out how our clients were able to improve Improved Systems and Processes through the following case studies;

- Career Plans
- The Interview Process
- Training Needs Analysis
- Towards Investors in People
- Change Management Support
- Performance Management
- Training Record Management
- Setting Standards for Group Development
- Structured Learning Package
- Setting Employee Performance Objectives

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