

# CASES

NESI INTELLIGENCE FOR BUSINESS

## Modeling Management Indicators with Process Mapping



With the increasingly dynamic business landscape, maintaining process control and organizational efficiency is essential for success.

At this company we took a strategic, structured approach guided by management indicators.

The solution involved restructuring internal processes, optimizing workflows and implementing a robust KPI system.

### Challenge

Leadership faced constant challenges in solving problems immediately, resulting in a sense of "putting out fires." Basic activities were delivered with flaws, compromising the efficiency and quality of the service.

In addition, the company did not have a solid structure of performance indicators, which made it difficult to prioritize strategic actions and prevented a global view of the business. Without clear process governance and with difficulties in managing daily routines, the organization's overall performance was below the expected potential.

### Solution

To meet this challenge, we carried out a complete review of the company's strategic indicators, creating a breakdown that connected the tactical and operational levels.

Our focus was on optimizing the 15 processes that most influenced these indicators, ensuring that they were aligned with the organization's strategic objectives.

Through VSM workshops with the leadership and operational teams, we standardized calculation rules for the KPIs, automated management through BI, and created a concept book with more than 90 indicators.

This approach brought greater clarity, standardization and effectiveness to process management, allowing integration with the board's strategic agenda.

### Differentials

- **Automation and simplification:** We implemented an automated management system focused on real-time data, enabling faster and more informed decisions.
- **Focus on crucial processes:** Optimizing the 15 main processes brought significant gains in efficiency and strategic alignment.
- **Robust governance:** We strengthened process governance, integrating it directly with the board's goals.
- **Integration with BI:** We automated the management of indicators with Business Intelligence tools, making monitoring continuous and agile.

### Results

- **200+ improvement actions** focused on simplification, lead-time reduction and information quality.
- **Concept book with 90+ indicators**, focused on automation and BI management, with clear concepts and standardized calculation rules.
- **Standardization between business units**, promoting more cohesive decision-making in line with the organization's strategic objectives.
- **Strengthening the governance of processes**, integrating them into the board's strategic agenda.

NESI Intelligence for Business offers customized solutions to optimize processes, automate indicators and strengthen strategic governance, helping companies make more assertive decisions and achieve high-impact results.