

NEWSLETTER

NESI INTELLIGENCE FOR BUSINESS

EDITION 05

Business Evolution with Process Optimization



With each annual plan, the question always arises: **What improvements will be implemented in my company?**

Carrying out this survey requires guidance so that it is effective and actually adds value to the company's vision.

The suggestion is that this guidance is based on Management Indicators.

At this point, the challenge arises of mapping the impacts of these improvements at the highest (strategic) level.

This is where the importance of breaking down indicators into strategic, tactical and operational levels comes in. An example is breaking down total turnover, which is at the strategic level, into a tactical level by product line and an operational level by sales team..

Breaking down indicators down to the operational level helps teams understand their contribution to the tactical and strategic levels. This generates greater engagement and responsibility for the goals, making it easier to align daily actions with the organization's global objectives.

Maturity of Processes

The process maturity levels make it possible to assess how structured and optimized a company's processes are.

They start at **Level 1** (Initial), where processes are ad-hoc and disorganized, and progress to **Level 2** (Repeatable), with standardized but not formalized processes. At **Level 3** (Defined), processes are documented and followed throughout the organization. .

Level 4 (Managed) includes the use of metrics for control and improvement, and finally **Level 5** (Optimized) represents the automation and continuous improvement of processes.

*Companies with
Level 4 and 5 process
maturity can reduce
operating costs and
improve efficiency by
up to*

30%

*according to APQC
(American
Productivity & Quality
Center) benchmarks,
2023.*

How to implement it?

- **Structure Indicators and Set Goals:** Break down indicators from the strategic to the operational level, aligning clear and measurable goals to optimize costs, quality and efficiency, connecting them to daily actions.
- **Map Processes:** Review critical processes, identifying bottlenecks and mapping opportunities for improvement with the Value Stream Mapping technique. Implement automation for repetitive tasks.
- **Monitoring and adjustments:** Monitor KPIs regularly and make continuous adjustments to ensure sustainable results.

Culture of Innovation

- **Create a Continuous Improvement Program:** Develop a formal program involving all levels of the company, focused on identifying and implementing improvements, with regular review and improvement cycles..
- **Collaborative Environment:** Encourage employees to suggest improvements and solutions.
- **Constant Training:** Train staff in tools such as Lean Six Sigma to carry out improvements efficiently.
- **Monitoring Results:** Management should monitor KPIs, analyzing data and promoting continuous improvement actions in line with strategic goals.

NESI Intelligence can be your strategic partner, working both to optimize processes and to train employees in Lean Six Sigma.