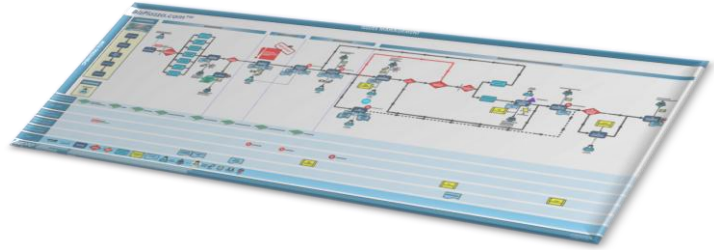


Process Management

a principal element of Business Performance



TenStep Inc. in partnership with Pétanque Business Specialists offers ProcessStep as a unique process management methodology. ProcessStep is customised to specific requirements, presenting process diagrams in "wow!" visual format in order to define new or existing processes.



For clients who appreciate and understand the impact of effective, correctly implemented Processes, ProcessStep produces visually attractive, easy to follow process maps - the "what to do" - and procedures- "the how to" of business activities. ProcessStep brings benefit through role player buy-in, improved practice and compliance. ProcessStep is different from other process methodologies: it brings immediate benefit; it is easy to understand and apply. Training and performance management are specific outcomes. ProcessStep provides the missing link between IT and business.

The ProcessStep Offer

- Interactive, fun and high energy workshops;
- All role players participate;
- Ownership and buy-in takes place;
- Teamwork occurs whilst upskilling staff;
- Business functions are aligned & duplication eliminated;
- Roles and responsibilities are clarified;
- Inefficiencies and redundancies are identified and removed;
- Learning & continuous improvement takes place;
- Performance is defined and linked to measurement metrics.

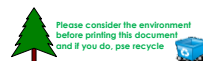


The Deliverables

- Colourful, easy to use process maps showing what to do - step by step;
- Role players, interfacing processes, support systems, documentation and how communication takes place, is linked to each step;
- Risks, controls, management information, performance indicators, change management areas, financial impact points and time sensitive areas are identified and documented;
- Process books, describing each process' procedures - the "how to";
- Action Lists which drives change management;
- Attendance tracking, enabling a clear view of the level of participation by role players;
- Project specific deliverables, e.g. communication flows, change management trackers, role player skills compared to the skills that a process require, e-learning content, risk profiling, performance measurement dashboards, gap analysis, workload analysis, etc.

Implementation Principles

- Understanding the assignment and why ProcessStep is needed;
- Stakeholder input & participation;
- Collaborative & consultative process;
- Practical;
- Gain early wins;
- Knowledge improvement & transfer;
- Long term efficiency benefits.



The Benefits

- Identification of process gaps or weaknesses where breakdowns normally occur;
- Early identification of training needs;
- Improved controls, risk management & legal compliance;
- Noticeable and measurable skills improvement;
- Role clarification through accurate job profiling and skills assessment;
- An enlightened, motivated team;
- Easy access to accurate and common process information by all staff through intranet use;
- Knowledge sharing across the organization;
- Understanding the "big picture", how one process impacts another;
- Cost savings resulting from improved efficiencies.

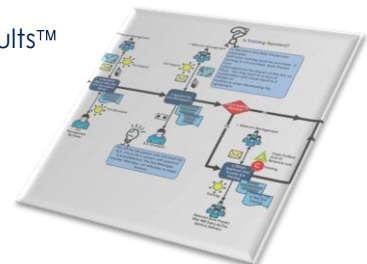
Our Commitment

- To engage with all the role-players;
- Realistic & practical solutions;
- Cut through the noise;
- Meeting deadlines;
- Results driven project management;
- Motivate through example;
- Realise the benefits;
- Knowledge share;
- Cost effective delivery of ProcessStep.

We commit to continued project value, even after close-out. That's why we schedule a post-implementation touchbase to review ongoing results and evaluate project benefits.

Example "cross-cut" of a Process Map

Vizible Results™



For more information

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