

(p3i) People, Processes and Productivity Improvement

Success in today's business environment requires lean and efficient operations. Understanding where your processes can be tuned to create greater efficiencies and maximize use of your technology can keep you one step ahead of your competitors. Let our team bring their years of industry and technology experience to bear in helping your company reach peak performance.

The Service Offering

Salient CRGT's p3i - People, Processes, and Productivity Improvement methodology was created after years of providing our customers with unique solutions to their processing headaches. Our custom methodology provides a simple framework onto which customizable layers of detail can be built. Here's how our process works:

- ▶ Our consultants work with your leadership to develop an internal process improvement team which will lead the efforts in your organization.
- ▶ Salient CRGT's consultants then meet with employees at all levels of your organization, using both workshops and individual interviews to gain an in-depth understanding of your processes. We create detailed work flows, highlighting where gains in efficiency can be realized by automating portions of the process, eliminating duplicative steps, and reducing looping.
- ▶ Next, we re-create the work flows as they would be if improvements were made; working with the process improvement team to build consensus and increase the odds of success.
- ▶ Finally, we develop a path of change with you and put a plan in place to negotiate that change process.

The Benefits

Our methodology combines the best aspects of Business Process Reengineering (BPR) and Business Process Improvement (also known as Total Quality Management – TQM) for a less invasive, yet substantial solution. Rather than creating a totally new work flow and/or process, each step in the existing process is evaluated and only those that necessitate it are modified. This approach allows us to:

- ▶ Incrementally apply changes so that resistance is minimized and implementation is more easily managed.
- ▶ Reduce interruptions in business operations while process changes are being put into place.
- ▶ Provide immediate return on investment even when implementing long term and far reaching modifications.



The Value of Salient CRGT

Since 1992, our team has been helping our clients solve both business and technology problems. Because our team members have real-world industry experience, we have a deep understanding of business operations and how best to apply technology to maximize efficiency and return on investment. We are able to provide exceptional value with our proven and repeatable methodology that:

- ▶ Scales to meet the needs of any size organization – from a single work group or department to an entire corporation.
- ▶ Identifies in quantitative terms if and how automation would improve the process.
- ▶ Integrates industry best practices with realistic solutions.