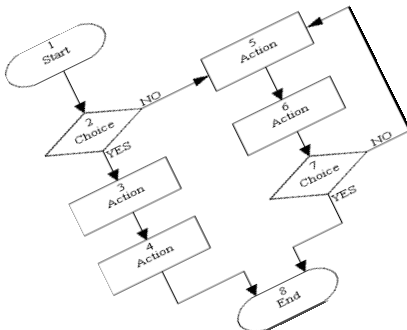


PROCESS MAPPING

A tool for quality improvement



Process mapping is a description of how your organization works—for example, what happens to a customer request or requirement received, who receives it, who review it, who process it, who deliver it, and so on. After process mapping, you'll have an exact picture of the way your organization delivers its services. This makes it easier to see what works well and what doesn't, so you can think about how to improve things that aren't working well.

Your first process map gives you a starting point (a baseline), against which you can measure the effects of the changes you make. It also provides a very useful tool for orienting new staff.

Process mapping will:

- ✓ Provide a picture of what you do now
- ✓ Gives a total and transparent view of the process.
- ✓ Provides a clear and logical way of thinking about your process.
- ✓ Provides a way of communicating your process to others.
- ✓ Highlight where things aren't working well
- ✓ Help you to assess the flow of activity.
- ✓ Help you to work out how your resources (money and staff) are used.
- ✓ Help you to work out how many services you can deliver, and how well your organization can deliver them.
- ✓ Provide the baseline data for improving your service and measuring how well your changes work.
- ✓ Highlights potential 'fail' and 'delay' points.
- ✓ Highlights precisely how stakeholders are operationally involved.
- ✓ Identifies how you can strategically seek feedback for process improvement purposes.

Improving Processes via Flowcharts

- ✓ Flowcharts can help identify unhelpful waiting times.
- ✓ And process redundancy.
- ✓ And can help you decide precisely how to plan for effective quality assurance.
- ✓ Speed could be improved by doing some steps in parallel.
- ✓ Duplicated steps could be removed or merged.
- ✓ Introducing appropriate quality control could help improve the final result

How it works for you?

Our minimum commitments	Optional services you can choose	Ultimate benefits you will enjoy.
<ul style="list-style-type: none"> ○ We will conduct a detailed training session for your selected process owners on how to flow chart your process. ○ We will provide necessary guidelines during your process flow charting process. ○ We will review your developed process flow charts and recommend improvements and best practices from a Quality standard point of view. ○ We will recommend appropriate action plan to address identified process improvements. 	<ul style="list-style-type: none"> ▪ We will develop the process flow charts for you by interacting with your process owners. ▪ We will provide you a comparison between your existing processes and recommended improvements. ▪ We will prepare a complete set of process flow charts depicting your overall business in a simple Process Manual. ▪ We will provide appropriate trainings to your staff for the area that requires improvements. 	<p>Process mapping are the keys to any successful organization. Mapping exercise helps to identify best practices within the organization. Once they're identified they can be repeated in other departments for added success. Also facilitates training new employees. It is a snapshot of how things work in your organization and is a great reference tool. Quality and efficiency always increase when you map a process, and it sets the stage for you to launch into more extensive management programs like Lean Six Sigma</p>

What else we do?

Management System Consultancy & Training Services for:

- ✓ INTEGRATED MANAGEMENT SYSTEM
- ✓ QUALITY MANAGEMENT SYSTEMS
- ✓ ENVIRONMENTAL MANAGEMENT SYSTEM
- ✓ OCCUPATIONAL HEALTH & SAFETY MANAGEMENT SYSTEM
 - ✓ GOING BEYOND ISO CERTIFICATION
- ✓ BUSINESS PROCESS REVIEW AND IMPROVEMENT
- ✓ GAP ANALYSIS FOR EXISTING MANAGEMENT SYSTEMS

Trust Begins Here....

In an increasingly customer oriented business world, it is critical for businesses and organizations to seek, produce, deliver and continually improve its product and services with a sustainable growth. As a professional management system consultant team, Synergy Solutions is uniquely positioned in the Middle East to provide suitable management solutions ranging from Management Consultancy to maintaining the 3rd Party Certification.