

## PROCESS MANAGEMENT CONSULTING

The main task of a company is the provision of products and services for their customers. These products and services are the result of numerous processes which have been carried out within the company. Typical operational processes are:

- acquisition of orders
- processing of commercial offers
- development of new products
- manufacture and delivery of products

Process management deals with operational processes which take place both within the company and between companies and customers, as well as between companies and suppliers. The aim is to ensure that the processes are performed optimally and that they are continuously improved and developed. Well-functioning and optimized processes enable faster throughput times, reduction of wastes, increase customers' satisfaction and ensure the economic success of a company.

The ÖMC experts focus their consulting activities on two main directions:

- Design and implementation of processes
- Measurement and optimization of processes

### ÖMC service spectrum in the field of process management consulting:

#### ► Design and implementation of processes

- analysis of operating processes
- classification of processes (core, management and supporting processes)
- application of methods for representation of processes (process maps, flow charts)
- alignment with the standards ISO 9001:2015, ISO / TS 16949, ISO 14001:2015 and ISO 50001:2018
- application of the software iGrafx for process modeling (in Six Sigma projects)
- definition of the optimal process flow

#### ► Measurement and optimization of processes

- implementation of improvement projects
- practical implementation of indicator systems to measure and to control the processes (both production and service ones)
- measurement and evaluation of process performance
- adjustment of strategic targets and process objectives (based on the balanced scorecard approach)
- implementation of process-oriented management systems in the companies

### Benefits of the process management:

- clear identification of the existing processes / personal responsibilities
- faster identification of improvement potentials and elimination of vulnerabilities
- increase of the company's productivity
- reduction of throughput times and cost reduction
- increase of flexibility and customer focus

### Get your own impression of how it works!

Make an appointment with us for an initial talk.

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