



“a fresh approach”

Zing Consulting Limited is a professional services organisation established to help businesses improve performance by supporting strategy, risk management, finance and change management.

The consulting arm of Zing specialises in the provision of financial and strategic leadership, together with project and change management.

Our “Zing” focus is to be the leading provider of independent consultancy services to both the financial services industry, and to other associated commercial businesses. In order to achieve this Zing employs consultants with an established track record within their own fields of expertise.

As an independent business, Zing is not aligned to specific consultancy models or to particular technology solutions. It is this independence which allows us to offer objective advice and services individually tailored to meet our client’s requirements. This allows us to support and reinforce an organisation’s business strategy and overall risk framework.

Based in the Channel Islands, but with established networks in other locations, Zing aims to service the needs of small and large organisations around the world.

In order to view our services and gain a better understanding of how we can help you, feel free to visit our website.

www.zingcl.com

Business Process Improvement

Business Process Improvement or BPI is a generic term applied to a variety of methodologies used to improve the effectiveness of an organisation’s internal processes.

Most BPI techniques were developed and refined in the manufacturing era, though many of the methodologies (such as Six Sigma) have been successfully adapted to work in the predominantly service-based economy of today. Whilst there are differences in the challenges that each type of industry poses, the fact remains that the core principles of BPI and how they apply to business improvement remain portable across industries and functions.

The focus of BPI is on "doing things right" rather than "doing the right thing". In essence, BPI attempts to reduce variation and/or wastage in processes, so that the desired outcome can be repeated and achieved with better utilisation of resources.

Reasons to improve processes

- Over time and without maintenance, processes degrade
- Left to their own devices, teams will always work sub-optimally
- Customers only really care about process outputs
- Things can always be done in a better way
- Inefficiencies generally only show up in process map detail
- The effort required to correct errors through the process rises exponentially

BPI is often confused with Business Process Re-engineering or BPR. Whilst there are many similarities between the two; the main difference is the starting point.

- BPI aims to improve an existing process within the boundaries of organisation and systems
- BPR is process redesign with a much wider remit which will typically include the organisational structure and technology changes.

Individual circumstances will determine whether to embark on a BPR or BPI project.

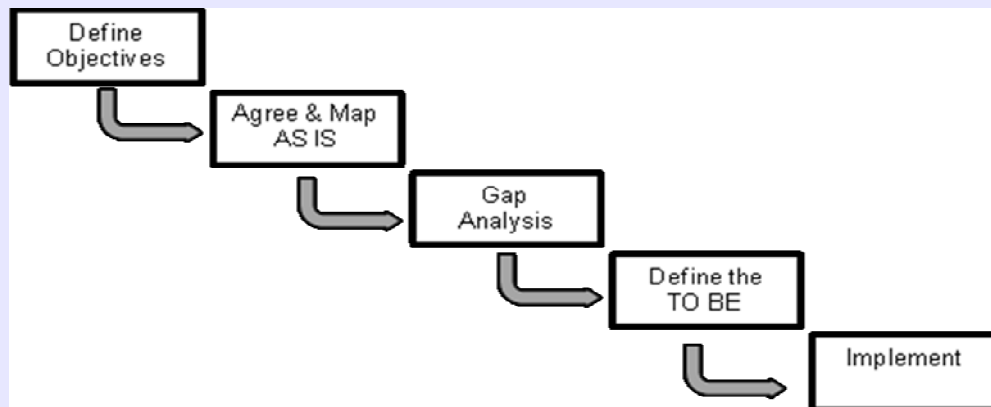


Process improvement fundamentals

Process Mapping is an essential element of any process improvement initiative. Process mapping techniques are used to:

- analyse current processes in service delivery;
- identify ways in which they could be improved; and
- identify key stakeholders who need to understand and put those changes into practice.

The main phases of a BPI project will vary with the chosen methodology; however most follow the fundamental steps here:



Helping you with process improvement

Zing will work in partnership with your business, helping you identify the drivers for change and ensuring that planned changes are aligned and prioritised in accordance with your business strategy.

The key elements of our approach are:

- **Where are we now?**
Identifying and communicating with stakeholders, mapping current processes, performance assessment
- **What are we striving for?**
Identifying the business vision, options appraisal, refining proposals, mapping future processes
- **Making it happen**
Planning change, making the business case, planning communications, resourcing the programme, making the changes, reviewing the programme and documenting the new processes as implemented.
- **Continuous improvement**
It is vital to establish a culture of continuous improvement, so process owners are continually looking for opportunities to improve and develop the service. Formalise this through regular reviews and by training staff in the techniques of evaluation, mapping, assessment, and change management.

How Zing will benefit your business

Zing will act as facilitator and interface between your senior management teams and the people within your business responsible for process improvement initiative. We will absorb the ‘noise’ and distractions that can often derail important projects and changes to enable you to keep focussed on managing the overall strategy and direction of your business.

Zing will help you to empower and enable your people to better adapt to the ever increasing pace of change.

By engaging with Zing you will gain the benefit of the many years of project management, risk, compliance, finance and operations experience within all sectors of the financial services industry.

Your Zing contact if you want to discuss this further

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