



Other BPM Related Services

Business Process Improvement

- To improve Business Processes by identifying disconnects and non-value adding processes.
- The aim is to understand what is going on in the organisation with regards to process efficiency and performance.
- In improving the Business Processes, we analyse a number of areas including:
 - Analysing process timelines, cost and quality;
 - Benchmarking processes and identifying change levers;
 - Identifying areas for improvement;
 - Reviewing process objectives; and
 - Identifying critical processes for improvement. Perform simulations to validate processes and identify costs, times, bottlenecks, or underutilised resources.

Business Process Maturity Assessments

- To assist our clients to establish the extent of process improvement required in their organisations.
- An assessment is performed to assess where an Organisation is in terms of the Capability Maturity model levels.
- Tipp Focus Consulting utilises the Capability Maturity Model® Integration (CMMI) to guide process improvement across a project, a division, or an entire organisation.

Establishment of BPM Environment

- Implementation of Business Process Management Methodologies and Tools.
- Training and mentoring on tools and methodologies.
- Identification of critical skilled human resources required to set up a BMP office.
- Identifications of Process Owners and Champions and provision of necessary capacity building interventions.

Business Process Competency Assessments

- To perform a capability and capacity assessment for business process management staff within our clients' environments, including Process Analysts, Architects, Engineers, Modellers, Enterprise Architects, Project managers, etc.
- The aim is, establish where the competency gaps are, define training and other interventions to close those gaps.
- Two types of assessments are conducted, i.e. Knowledge and Behaviour assessments.
- Knowledge Assessment assesses the candidate's working technical skills based on his/her job profile.
- Behaviour Assessments is 360-degree feedback evaluation to test the candidate's actual behaviour as determined by his peers, sub-ordinates and Supervisors.