Is your organization under pressure to do more with less?

Do you see a better way to get work done – but don’t know how to prove it or where to begin? ICMI can help you identify the root cause of delays, redundancy and inefficiency so that your organization can accelerate process improvement. Our toolkit provides the practical information you need to define processes, determine objectives and take the necessary steps to succeed.

ICMI helps you sort out short- and long-term improvement goals so that business expectations are met. With the ICMI toolkit, you can optimize processes, reduce costs and achieve higher levels of quality, productivity and customer satisfaction.

SOLUTION DETAILS

➤ Our toolkit enables you to define, document and validate business processes: where they begin, where they hit bottlenecks and what kind of barriers stand in the way of fixing them.

➤ ICMI’s toolkit and services help you define and document key roles on the process reengineering and improvement teams, including facilitators, project sponsors and primary stakeholders; we make sure communication between groups is effective.

➤ In particular, ICMI works with facilitators to pull teams together to define the mission statement and set out the scope of work for a successful reengineering process.

➤ The ICMI toolkit allows you to collect data for root-cause analysis to determine which processes are causing problems and where making improvements will deliver the biggest business benefits.

➤ With the ICMI toolkit, you can map cross-functional process and workflow to increase understanding of the beginning and end points of processes and interdependencies across departmental lines.

➤ ICMI’s toolkit and services enable you to realize value from your organization’s currently installed business process management system to improve contact center processes and increase the center’s strategic value.
Using our toolkit, ICMI will help you understand and map existing workflows, review inputs and outputs and test and deploy new workflow designs.

ICMI allows you to uncover both operational and cultural barriers to successful workflow and process execution.

The ICMI toolkit enables you to determine which process improvements should be done immediately versus those that might take longer to achieve; our tools then help you design workflow tests and implementations accordingly.

ICMI delivers a complete process storyboard that defines the mission and scope of the project and provides detailed flowcharts, a barrier matrix and a before-and-after baseline map.

With ICMI’s baseline map, you can stay up to date on which improvements have been tested, which proved successful and which require more work.

ICMI’s Process Optimization and Root-Cause Analysis Toolkit can enable your organization, within its budget and time constraints, to increase knowledge of processes and develop a smart and sustainable plan for reengineering those that are not functioning efficiently.

ICMI’s toolkit and services let you identify barriers to success, remove redundancy and ensure that processes are aligned with overall strategic objectives.

ICMI’s toolkit allows your organization to benefit from improved communication and facilitation skills and increase the team’s use of data to drive decisions about improving processes.

By using the ICMI toolkit to model, test and simulate workflow and process improvements, you will increase the odds of gaining long-term, effective results for your organization.