

## TACTICS Process Mapping Services

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### **Why is process mapping important?**

In most organisations, the way things are done evolves over time. Processes may have been well designed initially. However as time goes by, inefficiencies and duplications may take place, important stages may be omitted, or new processes may be developed.

This evolution can result in:

- poor productivity
  - poor knowledge management
  - inconsistencies
  - poor customer service, leading to loss of business
  - danger, and
  - decisions to invest in unnecessary or poorly chosen technology.
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### **How TACTICS can help**

We are experts in capturing the knowledge of what happens from people, then mapping out the processes so they can be clearly understood, challenged, agreed upon and used in a variety of ways.

Our consultants are highly skilled and experienced in:

- Understanding and defining the stages of a process that is in the heads of other people.
  - Designing appropriate, easy to follow diagrams based on that understanding.
  - Separating out policy information, procedures, checklists and forms to keep process maps manageable.
  - Helping to challenge and improve the processes.
  - Making the link between business needs, process users and the systems that are designed to automate those processes.
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### **Why use TACTICS?**

The experts in a process are people who have in their heads the knowledge of a process. However, these people do not necessarily have the right expertise in clearly communicating that knowledge.

Our TACTICS consultants are trained and skilled in:

- Facilitating knowledge capture sessions.
  - Clarifying complex detail and stages in a process.
  - Capturing all important information without making assumptions.
  - Mapping out processes in the most appropriate way for the needs of the process users.
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### **Our approach**

TACTICS' process mapping approach combines international best-practice standards with years of experience in process mapping design and facilitation projects in New Zealand. Our methods are software independent.

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## TACTICS Process Mapping Services, Continued

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### **Benefits for your organisation**

The benefits TACTICS' process mapping services can have for your organisation include:

- Revealing business processes so they can be clearly understood and improved.
- Providing process consistency throughout an organisation.
- Inspiring change as redundant activities are clearly identified.
- Providing a framework for establishing best practice.
- Enabling people to see where their job role fits into the overall process.
- Providing an impartial, people oriented link between process users and technical solutions.

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### **Contact us**

Contact us for more information about our methods and services.

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