Content Services Viewpoint.

Improving operational efficiency by analysing, optimising
and improving workflows and business processes.

KYOCERA

A viewpoint from Kyocera.

At KYOCERA Document Solutions, our Content Services team concentrates on helping organisations improve their operational efficiency by analysing, optimising and improving workflows and business processes.

We take a fully consultative approach and believe that the best approach is to start by developing a thorough understanding of your business and your operational model, your aims and objectives, the drivers at work and, crucially, of the pain points that exist.

Then we examine in detail the workflows and processes in your organisation and of the linkages and dependencies that exist.

Only when we have built a complete picture of those that fall in scope and developed and agreed a strategy for improvement with you will we begin to define the system components. These are determined by our objective understanding of the best fit for your unique business requirements and predicated by providing returns in efficiency, quality and cost reduction.

And our vendor neutral approach provides the confidence that the solution is being built on a platform comprised of the best fit technology components.

This approach is initiated by engaging with you in a Business Process Analysis.

Capture   Management   Access   Integrate   Measure   Store

What is important?

This step is arguably the most important part in our engagement with any customer, as it will ultimately provide both direction and a business case for any solution we recommend.

The 3 main factors to consider when reviewing a process are Time, Cost and Quality. However Quality holds more importance over time and cost as if you improve quality, the other factors should be close behind.

This could be at an organisational level or a specific process level, either way a holistic approach is followed to ensure that all projects are understood, prioritised and analysed for cost/benefit. That way even if we focus on one process it is still part of a bigger strategic plan.

Some Key Drivers include - Increase Profit, Increase Market Share, Increase Customer Satisfaction, Improve Efficiency, Improve Quality, Market Differentiation, Compliance and Environmental Considerations.

What will we do?

We use a proven method of engagement to work with you -

Define: What is that you want to solve? What is the problem? What do you want to fix? We will work with the organisation to help define the scope of the project and understand the needs of the stakeholders by mapping out high-level processes to assess the current 'as is' state.

Measure: Quantify the results — data gather! What is the current performance? What is the baseline performance and KPIs? What are the customer complaints or issues?

Analyse: Through thorough analysis of the processes and data gathered the root causes of process efficiencies can be identified and verified.

Improve: How can we remove the process inefficiency? Working with the organisation we can create future 'to be' state processes and recommend solutions.

Control: Having a plan for continuous improvement and monitoring. Feeding back into a continuous improvement loop.

How do we do that?

Typically our engagement consists of the following Business Analysis steps:

1. Gather background information
2. Identify Stakeholders
3. Establish business objectives and scope definition
4. Map out the current state 'as is' processes
5. Analyse and evaluate options
6. Verify the outcomes against cost-benefit analysis and scope
7. Map out the future 'to be' processes
8. Document and then present findings to you
9. Propose a Solution

"Business Analysis is the practice of enabling change in an organisational context, by defining needs and recommending solutions that deliver value to stakeholders."

What's the outcome of business analysis?

Dependant on the type of analysis this could include any of the following:

1. Affinity Diagram — used to organise ideas and data and understand issues and solutions
2. Pareto Analysis — helps to define the solution and where to focus
3. Cost — Benefit Analysis — to understand the cost of the change and the benefit of the change
4. Current 'as is' process maps
5. Future 'to be' process maps
6. Requirements Matrix
7. Return on Investment Data
8. Outcome and Recommendations Report

The ideal outcome is that you come away with a clear understanding of your current business processes and where you aim to get to as a future state. Even better is that you decide to engage with us further and review a proposed solution.

By ensuring we follow the above guidelines, we make sure that although there may be more than one thing to tackle we will be successful when we have a plan and follow it one step at a time.

Kyocera Document Solutions has championed innovative technology since 1934. We enable our customers to turn information into knowledge, excel at learning and surpass others. With professional expertise and a culture of empathetic partnership, we help organisations put knowledge to work to drive change.

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