

CONSULTING SERVICE

AUTOMATED PROCESS DIAGNOSTIC

UNDERSTAND YOUR END-TO-END OPERATIONS

Receive in-depth operational insights in just five weeks.

WHERE TRADITIONAL TECHNIQUES FALL SHORT

As an organization grows and changes, its operations typically evolve from simple, linear processes into more complex, multi-system procedures. The result can be processes that are difficult to understand and a challenge to maintain, extend or streamline.

Traditional process mapping, observation and measurement techniques have long been used to determine where problems lie, but the progression is often slow and resource-consuming. Faced with the shortcomings of traditional tools, it can be difficult to gain the forward momentum necessary to grow a business in today's fast-paced, competitive marketplace.

AUTOMATED PROCESS DIAGNOSTIC: 5 WEEKS TO UNPRECEDENTED INSIGHT

The Burnie Group's Automated Process Diagnostic program is a turnkey service that's completed in just five weeks. It provides comprehensive insights into an organization's operational processes – insights that are based on hard data using advanced, automated data capture and analysis technology.



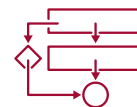
Gain Real Operational Insights

Understand resource allocation, productivity, costs and performance.



Realize Savings

Identify immediate and tangible opportunities to improve productivity.



Map Your Core Processes

Formalize standard operating procedures to enable knowledge sharing and training.

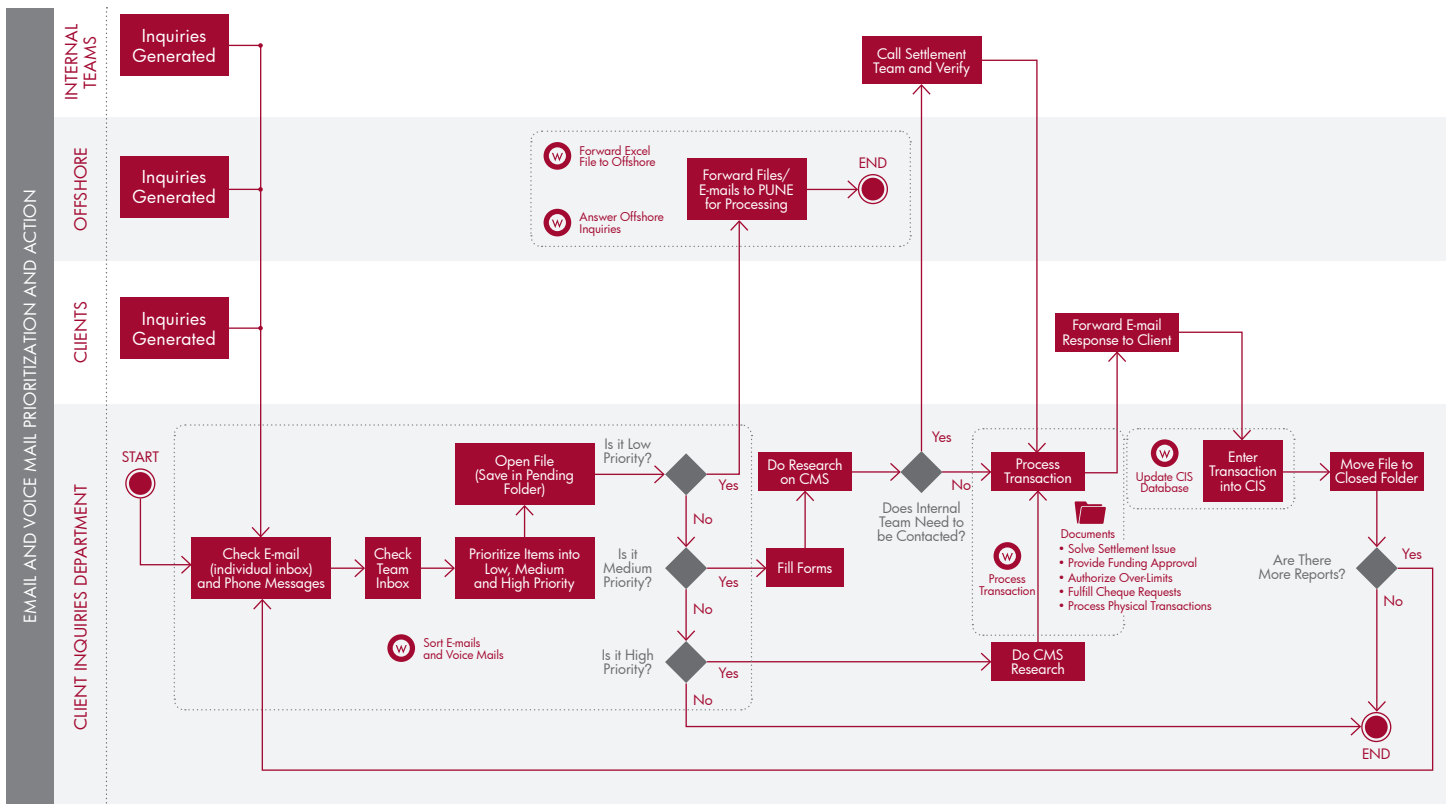
Our Automated Process Diagnostic program has four distinct phases.



1 DEFINE PROCESSES

In the first week of our study, we catalog your business services and map all processes and activities. You will receive a comprehensive business service catalogue and complete end-to-end process maps.

AN AUTOMATED PROCESS DIAGNOSTIC MAP



2 AUTOMATED DATA CAPTURE

In weeks two and three, we capture all activities completed by your staff using proprietary automated data capture technology. We track each department's activity and time allocation right down to the individual level. It's not selective sampling – it's granular data collection for your entire team.

A SIMPLE PICK-LIST
APPROACH TO RECORD
ACTIVITY VOLUMES

work assist
Capture

Date

Employee Name

Team

Resource Activities (mins)

Base Work Time Annual Leave

Downtime Overtime

Flexitime

Investment Activities (mins)

Coach/develop staff Attend meetings

Work on special proj's Team management

Deliver/receive training

Production Activities

Activity	-	+	Total
DS - ABM Adj - Symcor bags: sort contents of Incoming and distribute	<input type="text"/>	<input type="text"/>	0
DS - ABM Adj - Symcor bags: prepare for dispatch	<input type="text"/>	<input type="text"/>	0
DS - ABM Adj - Deposits/Fees: download file and autopost ABM deposits adjustments	<input type="text"/>	<input type="text"/>	0
DS - ABM Adj - Deposits/Fees: manually process ABM deposit adjustments rejects	<input type="text"/>	<input type="text"/>	0
DS - ABM Adj - Deposits/Fees: balance deposits reconciliation report	<input type="text"/>	<input type="text"/>	0
DS - ABM Adj - Deposits/Fees: investigating non-balancing issues	<input type="text"/>	<input type="text"/>	0
DS - ABM Adj - Free items: investigate and process	<input type="text"/>	<input type="text"/>	0
DS - ABM Adj - Make phone calls / send emails / faxes	<input type="text"/>	<input type="text"/>	3
DS - ABM Adj - Missing envelopes: Investigate and process	<input type="text"/>	<input type="text"/>	0

Comments

I started work at 10.30am, 2 hours later than my normal shift which is what accounts for the 2 hours on my Flexitime. I spent 20 minutes with Symcor on the phone.

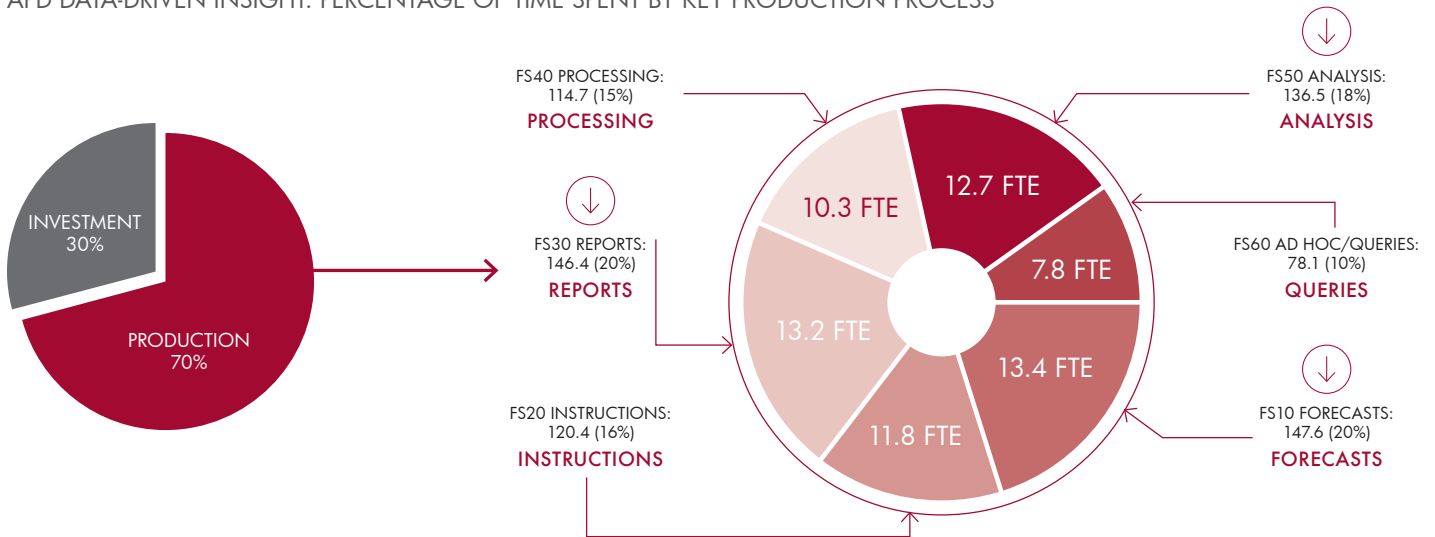
Print

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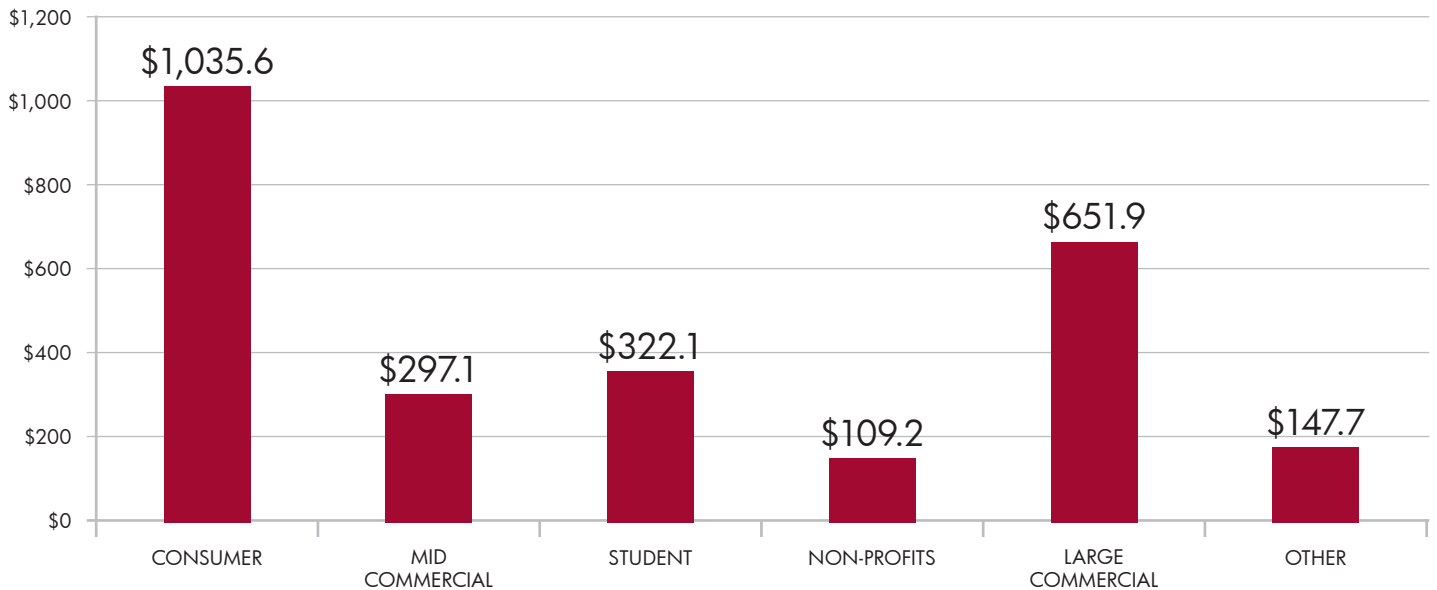
3 EXTRACT INSIGHTS

In week four we generate insights about time spent, your team's productivity and unit costs. We then compare them with industry best practices.

APD DATA-DRIVEN INSIGHT: PERCENTAGE OF TIME SPENT BY KEY PRODUCTION PROCESS



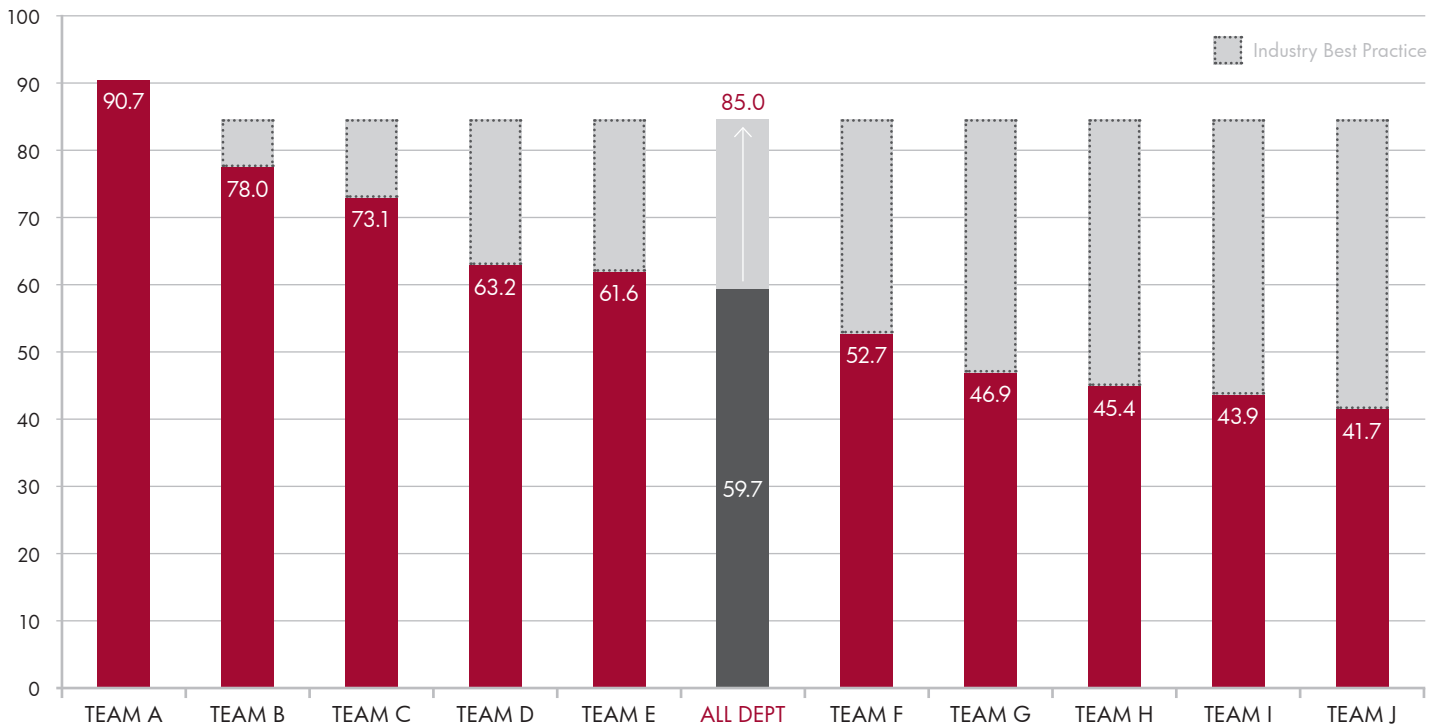
ANNUALIZED SPEND BY CLIENT SEGMENT (\$000'S)



4 SHARE FINDINGS

In our final report we identify tangible improvement opportunities and develop a roadmap to help you realize these opportunities.

TEAM PRODUCTIVITY PERCENTAGE



BEGIN NOW TO DRAMATICALLY IMPROVE OPERATING PERFORMANCE

After completing our Automated Process Diagnostic program, you will have an in-depth understanding of your existing processes, their strengths and inefficiencies, and the strategies that will best improve your end-to-end operations. The program concludes with a detailed roadmap capturing identified savings opportunities. These insights are practical and results-oriented, making it easy to implement changes and begin to see immediate benefits.

5 REASONS WHY THIS IS THE RIGHT PROGRAM FOR YOU

1

FAST

From initial kick-off to final presentation of all results, the whole initiative takes just five weeks.

2

BASED ON FACTS & HARD DATA

Our insights are based on real data collected from single activities performed by staff members. There are no guesses or assumptions.

3

UNIQUE TRACKING TECHNOLOGY

Other consultancies use dated assessment methods. We use leading process tracking technology to drive insights.

4

SCALABLE

Whether you have less than 10 or more than 100 full-time employees, our Automated Process Diagnostics can be applied to a broad array of team sizes, for any type of process or business.

5

DELIVERS SAVINGS

Experience immediate and tangible results: On average our clients realize 20%+ in savings!

25+ YEARS OF OPERATIONS DIAGNOSTICS EXPERIENCE

The Burnie Group team has over 25 years of experience conducting operations diagnostics. Our technology and automation help deliver diagnostic solutions that are faster and more comprehensive than any other service available today. Our experience speaks for itself – if you're curious to hear it firsthand, we would be happy to connect you with other Automated Process Diagnostic clients to learn more.

● The Burnie Group

In-depth insights in record time: Connect with us today to get started!

www.burniegroup.com | info@burniegroup.com