



# Business Process Improvement (BPI) Solutions

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Drive Business Growth and Improve Organizational Strategies

Today's global environment is complex, forcing organizations to harness critical advantages to outpace their competition. Driving business growth and innovation while balancing new technologies, digitization, and macro disruption requires leaders to constantly evaluate their business capabilities to improve their organizational strategies. While capabilities underpin strategy execution, business processes strengthen business capabilities and create a competitive advantage for your organization.

To get a full understanding of their organizational standing, leaders must ask questions like:

- Do our processes limit our ability to optimize workflow between roles or do they have errors that impact predictable performance that erode customer experience?
- Does our organization possess the discipline that allows us to rapidly address process issues?
- Do we have a systematic approach to test and iterate on new approaches and innovative ideas then scale them across the enterprise?
- Do we have access to actionable data which helps us target needed interventions within the organization?

In the modern business landscape, an agile mindset and scalable process improvement capabilities are key differentiators that enable companies to outpace competitors.

## Apply an Agile Mindset and Scalable Approach to Process Improvement

Not all process challenges that organizations face are the same. Some challenges are truly tactical, with readily apparent issues that can be rapidly addressed. Some require a more comprehensive approach to identify, manage, and reduce defects within the process. Others require a complete overhaul to truly align the organization's intended capabilities with the overall strategic goals and objectives, often as a result of disruption.

GP Strategies® partners with you to ensure an agile mindset and a scalable approach to address business process challenges within your specific environment. This will ensure processes remain aligned to deliver desired business capabilities.



# Capability Building



**Review Strategy** | In order to uncover your organization's need and apply the best solution for success, experienced GP consultants work with your leaders to understand your organization's strategy, priorities, and targets, and to develop a road map for success.

**Envision Possibilities** | A review of your current state, including pain points and gaps, informs future state needs. Future state ideation sessions with key stakeholders allow us to brainstorm new ways of working, new tools, changes to the current process, and other possible business outcomes that will lead your organization to efficient operations and competitive advantage.

**Visualize Process** | Next, it is important to define and map each step in your processes and create clarity into how and where work gets done. This clarity will allow your organization to quickly adapt to changes and challenges in your environment by enabling your organization to efficiently optimize workflows, improve customer and employee experience, and drive efficient issue management.

**Analyze and Optimize** | Define and optimize a set of relevant and quantifiable metrics for each business process to better understand the business processes' measure of health and determine its most efficient output.

**Measure Pilot and Refine** | As soon as the root cause for an inefficient, defective, wasteful, or vital nonexistent business process is discovered, the process is tested and refined to ensure the most efficient and optimized outcome is achieved.

**Proceed and Implement** | Implementing even the best solution in the wrong way can cause costly disruptions to your business. Change practitioners will guide your organization through a successful implementation using GP's proven [change management](#) methodology that employs preventive, proactive, and responsive approaches.

**Review and Update** | No business can survive or scale change across the enterprise in a sustainable manner without a scheduled review cycle and a proven way to adjust to changing global market pressures. Setting up a review cycle that works with your operations and business culture will keep your organization on track.



[gpstrategies.com](http://gpstrategies.com)

1.888.843.4784

[info@gpstrategies.com](mailto:info@gpstrategies.com)

GP Strategies World Headquarters  
70 Corporate Center  
11000 Broken Land Parkway, Suite 300  
Columbia, MD 21044 USA



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