

Operations Mapping™ Method

Build process and procedure systems that are *intentionally* designed to produce the results you want.



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everyone knows what to do

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What do “well-run” organizations do that’s different from those that struggle? Take MacDonalds, for example; the poster company for “getting operations down to a science.” How is it that they continually provide consistent product quality in locations across the globe – even with a workforce that is constantly turning over? Answer: They have good systems: clearly defined processes and standard operating procedures.

If your system is in someone’s head, then you really don’t have a system.

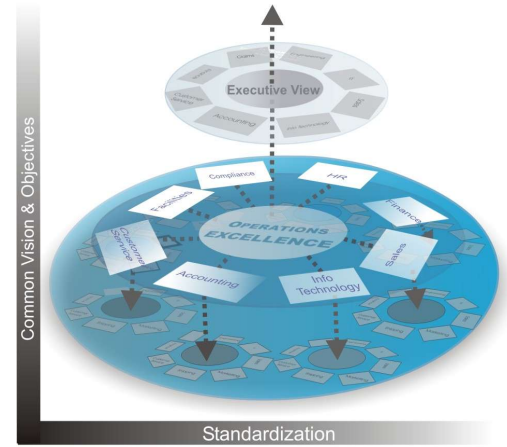
For all this to work, your systems must be VISIBLE and USABLE. Just like a roadmap, people must be able to follow your system. If your system is in someone’s head or scribbled down in a post-it note somewhere, then you really don’t have a system. Whether you’re a bank, hospital, or manufacturing firm, big or small, this same principle applies.

Aha! moment
I can actually design a system to SOLVE PROBLEMS!

Why a method? Many want to or try to systemize their people operations but have great difficulty getting it done. Traditional “documenting” doesn’t work. Without the right approach it’s easy to miss the mark. That’s why we invented a step-by-step, fool-proof formula: Operations Mapping. It works for any kind of process, any industry. With Operations Mapping, the idea is to build process and

procedure “systems” that are intentionally designed to produce whatever results you want; it might be fewer errors, faster service, or lower operating costs. Instead of always “reacting”—letting events drive your business—your systems to drive your performance outcomes. If you aren’t getting the performance you want, change your system.

(hint: Maybe the problem isn’t your people?) Ah ha moment: “I can actually design a system to SOLVE PROBLEMS!”



Benefits Across the Organization

Operations are more transparent across functional groups. Gone is the randomness, the silos.

Everyone -- management, employees, auditors – understands how the business works and how to improve it.

High-level processes are LINKED to policies and tasks

▶ Example of a Good System Fraud Prevention



In banking and financial services fraud and identity theft has become a very serious issue. One of our clients decided to attack the problem head on. After working with them to carefully study their processes and procedures we discovered many gaps. No single person had a clear idea of the “big picture.” It was “hazy” who was responsible for what.

By creating a rock-solid “Fraud Detection and Management System” that was designed to *reduce identify theft cases* and *decrease case handling time*, our client was able to streamline the process and make it more transparent. They now had a visible system they could use for operations and training.



Any area or process!



No more re-inventing the wheel.

Operations Mapping can be applied to any area, process. Why waste time re-inventing the wheel for every new project or new regulation that comes along?

With the Operations Mapping approach you end up with a single, easy to CHANGE system for managing operations, training, improving processes, and meeting regulatory compliance.

- Everyone understand how the business "works", how to improve it (process improvement)
- Employees are more accountable because **they always know "the right action"**
- Training and cross-training is standardized
- Potential problems are easy to spot
- The organization is easier to change and manage
- Operations are more efficient, streamlined, cost-effective

Figuring out how your business works can actually be fun!

Operations Mapping is best applied using our Zavanta software, but you can use any tool you want.



Understand the "big picture" but then start with a specific area or process. Break big jobs down into "bite-size" pieces.

The best approach is to think big, but start small.

Create a list of all your key processes.

Then zero in on a specific area or process. Maybe you have a serious operational issue that you need to **address. Or, maybe you're rolling out a new system** that impacts how employees will work.

Define the goal or mission. Make sure the goal is articulated, everyone buys into it.

Break the process (big job) down into bite-size pieces (the procedures and detailed tasks). List needed policies as you go along. That gives you the framework for everything needed to achieve the goal.

Add the details.

Then TEST! Have employees USE the system. Refine it, change it as your business changes.



By COMPROSE

Operations Mapping FAQs

Is this BPM (process automation)?

Operations Mapping is not process automation, but the two are related. You have to know what your processes and procedures are in order to automate them, so Operations Mapping can be used in conjunction with BPM or process improvement projects. Operations Mapping helps you map out your processes, standard operating procedures as well as policies.

How is it different from other methodologies or P&P documentation?

Anyone who oversees day-to-day operations **knows that the “devil is in the details”**. **Most process methods don’t deal with the details**. Operations Mapping addresses ALL levels and all components including policies. Its different approach, a different mindset from traditional **“documenting” or flowcharting**.

In Operations Mapping the focus is on the end result: a goal or problem solution. For example: Instead of writing software change management procedures, why not design a rock-solid **“Change Management System” that truly aligns IT with your business users?** It might seem subtle, but **it’s an important distinction**. **Believe it or not, you can literally “design” how you want your business to work.**

What is the best way to apply it?

Just adopting the mindset is a good first step. You can implement Operations Mapping with any tool, but our [Zavanta software](#) enables you to do it faster and get better results. Using Zavanta and with the help of one of our expert Coaches, you can create the framework for a process or area of your business in an hour or less!

How can we learn it?

All Zavanta customers have free access to Operations Mapping. As part of the Coaching that comes with Zavanta, we help you apply the method to one of your own processes. Our Coaches are certified in the Operations Mapping method.

If you aren’t a Zavanta customer, you can still learn the core principles and technique by purchasing an Operations Mapping webinar for your company. In the webinar we will use one of your own processes as an example.

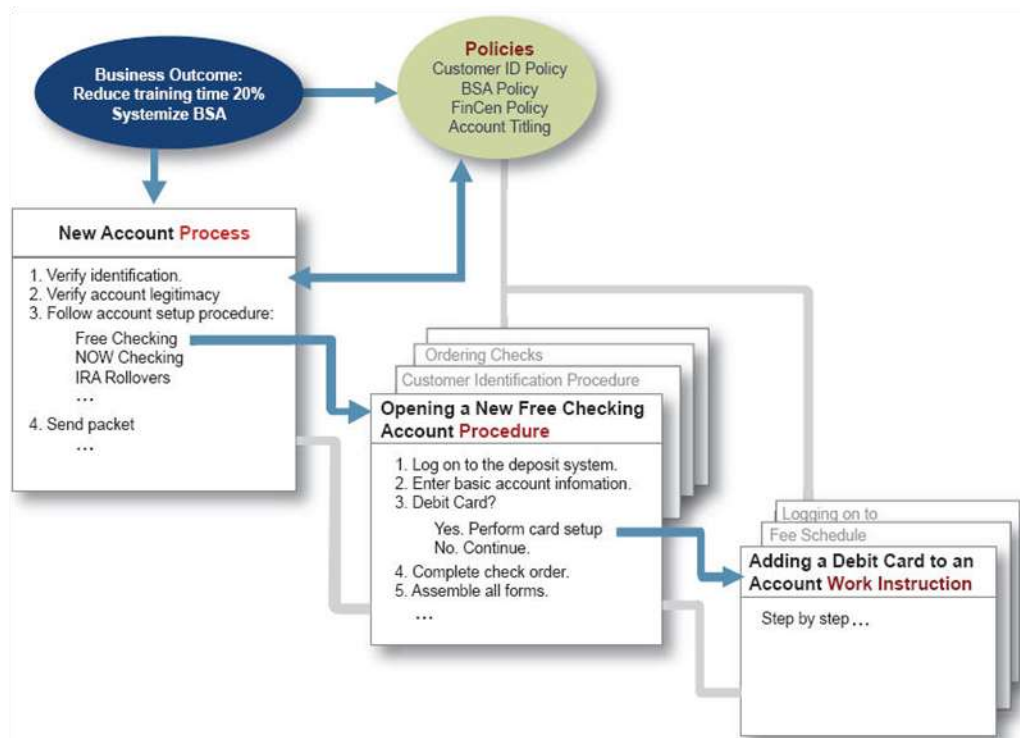
Can I see some examples?

Operations Mapping has been used for all sorts of processes – everything from Teller Operations to Transporting Hazardous Materials to Business Continuity to Managing Medications! See the examples on the following pages.

Banking / Financial Example

Goal: Compliance, Standardized Training

After auditors identified weaknesses in the bank's controls and a lack of clear procedures, we helped them create an easy-to-use "system" for New Accounts. Next up: Teller Operations and Lending.

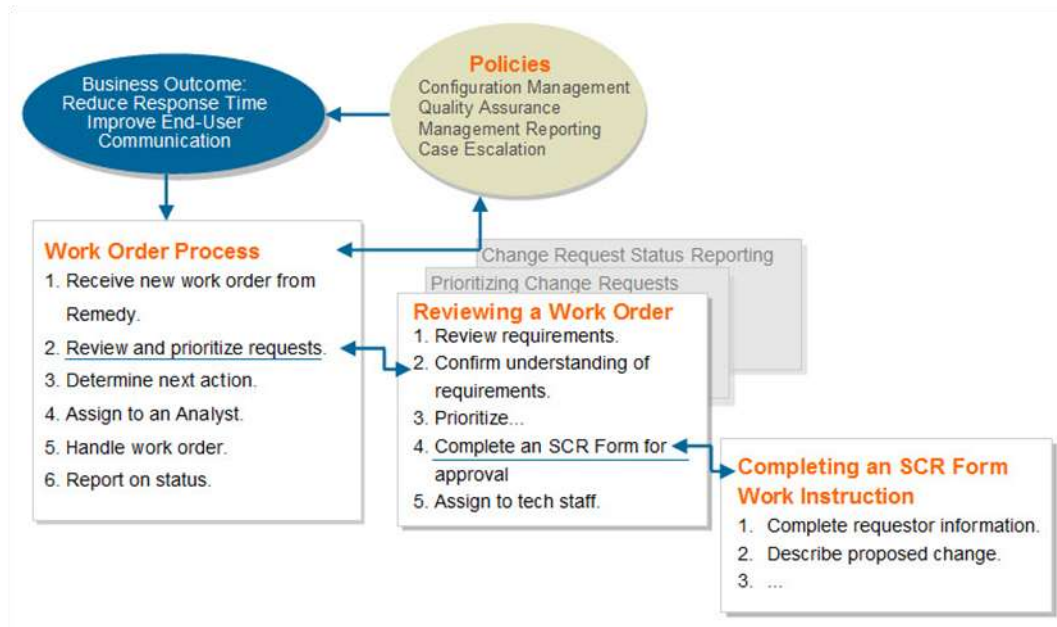


Information Technology Example

Goal:

Reduce Backlogs, Improve Service

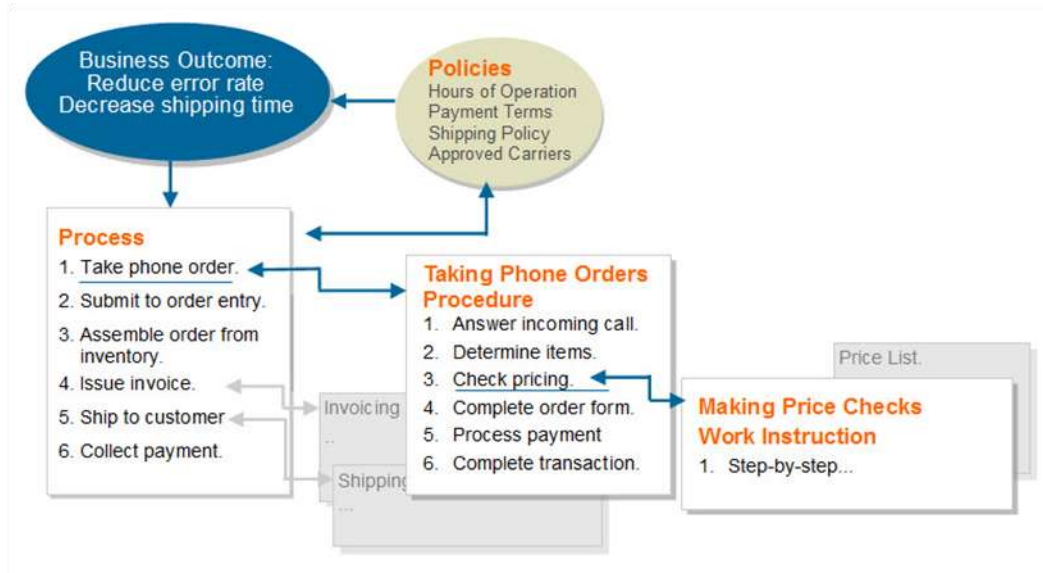
The IT support staff of a large non-profit organization was experiencing backlogs and getting complaints from end users. We helped them break down their process into a system of SOPs and set guidelines. This helped them streamline the process and ensure that change requests were always handled in a standardized manner.



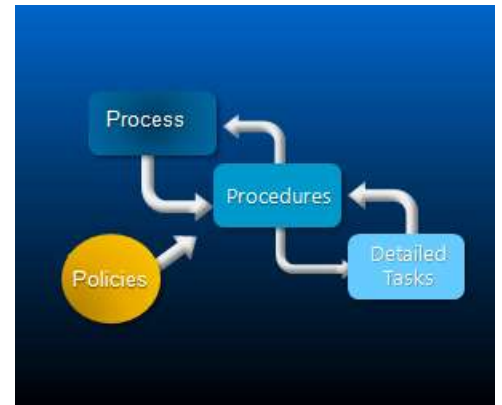
Retail Example

Goal:
**Reduce errors,
 decrease new-hire
 ramp up time.**

After a national parts supplier experienced a sharp decline in their customer satisfaction rating due to transaction errors, their CEO became concerned. Due to fast growth, training became haphazard. Using our Zavanta software and method they were able to create a rock-solid “Customer Service System” for training new hires and that enabled them to standardize operations across store locations.



Operations Mapping: Driving Performance Outcomes with Good Systems



Learn our proven Operations Mapping methodology for systemizing the “people side” of any organization.

In this 90-minute webinar, one of our certified Process Coaches will share strategies for adopting a more process-oriented culture of accountability in your organization. **You’ll learn our proven technique** for designing systems and operating procedures you can manage with, train from, and that regulators love.

We use one of your own processes as an example and discussion point during the session.

What we cover (Topics):

- What makes a good system “usable” and why usability is critical
- How to improve your chance of success by setting tangible goals
- How to map out high-level processes and link them to detailed tasks, policies, and people
- The 3 Views: Strategic, Operational, Tactical and why you need all three
- Difference between Process, Procedure, and Policy

How it works

We will coordinate scheduling based on session availability to arrange a mutually convenient time.

One week prior to the scheduled session, the Coach will contact you to discuss which one of your processes to use in the class.

At the scheduled time, attendees can dial our teleconference number to hear the audio portion. To see presentation slides, participants log on to an internet site. Logon instructions will be provided via email.

The session includes one hour presentation followed by up to 30 minutes of free-form Questions and Answers.

Your Coach will coordinate all arrangements with your team coordinator.

Takeaways

You get the following free tools:

- Business Pain Worksheet
- Operations Mapping Guidebook

INTENDED AUDIENCE

- Managers in charge of day-to-day operations
- Project Managers, Consultants
- Trainers, Compliance Officers
- Business Analysts
- Policy and Procedure Analysts

Note: This webinar teaches basic concepts that can be applied with any technology. You do not have to be a Zavanta user to benefit.

PRICING

\$ 895 / session
(unlimited # of attendees)

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9648 Olive Blvd., Ste. 205
St. Louis, MO 63132 USA
800-719-8964 314-968-9977
www.comprose.com