



Outstanding Process Delivery

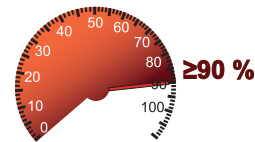


- ? Are your processes designed to ensure smooth product/service delivery to your customers*
- ? Do you have uniformed business activities, where your work is dependent on structured effort not on individual initiatives*
- ? Do you have standardized and documented policies and procedures*
- ? Are your staff aware of their roles and responsibilities and are their productivity maximized*
- ? Are your staff trained on your procedures to assume their roles effectively and efficiently*

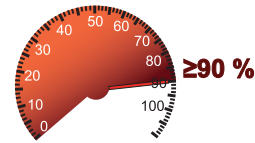
Measurable Benefits

We aim at working with you to achieve tangible results:

- ▲ Improve customer satisfaction
- ▲ Improve problem solving
- ▲ Increase workforce productivity
- ▲ Ensure compliance
- ▲ Improve employees morale and satisfaction
- ▼ Reduce time to delivery
- ▼ Reduce customers' complaints
- ▼ Reduce training time



Customer Satisfaction Index



Customers problems resolved within 24 hour

Proven Module

We provide an effective customizable practical methodology to enhance your processes:

- ✓ Assess current business activities
- ✓ Identify customer delivery problems
- ✓ Document "As-Is" processes
- ✓ Design "To-Be" processes to avoid redundancies and bottlenecks
- ✓ Identify tools and IT solutions
- ✓ Reassign people according to process needs and cost efficiencies
- ✓ Simplify internal reporting systems
- ✓ Document policies and procedures
- ✓ Build performance management module
- ✓ Develop training material and train the trainers

High Impact





Outstanding Process Delivery

High Impact

“ We believe standardized processes and procedures are an input to generate better value for customers, staff and owners.”

Bayan Advisers
Your Lever to Growth

Call us

To learn more about our offerings:

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Our outstanding process delivery offering will:

- Assure smooth service/product delivery to customers
- Deliver consistent service/product quality
- Enrich customers' satisfaction and experience
- Curb staff attitude
- Motivate and reduce pressure on staff
- Ensure effective utilization of resources
- Upgrade business activities
- Improve quality and control over business lines