

BUSINESS PROCESS IMPROVEMENT

CGN assisted a publishing organization within this major manufacturing client to develop a cost effective strategy for information delivery while establishing internetworking between disparate publishing processes within the organization.

Business Problem

The organization had duplicate work streams that were attempting to publish parts information on the web resulting in inefficient processes and increased cost.

CGN Solution

CGN utilized its six step BPIM (Business Process Improvement Methodology) framework to:

- Study the publication lifecycle and associated processes;
- Understand current practices, business objectives, and critical success factors;
- Analyze inefficiencies in the current process using root cause analysis;
- Identify opportunities;
- Make recommendations; and
- Assess the impact of these changes in economic terms, i.e., Return On Investment (ROI).

CGN then developed a cost effective strategy for information delivery taking into consideration current processes, dealer/customer requirements, budgets, and resources while establishing *internetworking* between disparate publishing processes resulting in better service to dealers and customers.

Customer Benefit

The client organization now has a new process framework for publishing parts content as well as real-time updates to its online parts counter.

SCOPE

Identify and rank critical business processes; map processes to needs; develop SIPOC maps; implement process improvements

BUSINESS DRIVERS

Streamlined process; real-time, online parts delivery; single-input, multi-output publishing system; cost reduction via process standardization



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