



Business Process Improvement Services

- *Information Management -*
- *Business Process Improvement -*
- *Program Management -*
- *Technology Portfolio Management -*
- *Quality Assurance -*



What We Do

Enhancing the ways information is processed is a passion at SightSpan. We are constantly improving our own quality of work by integrating innovative quality measurement methodologies into our Business Process Improvement discipline. SightSpan long term goal is to build a partnering relationship with our clients, allowing for document and program consistency with on-demand team expansion capabilities.

Our Business Process Improvement discipline is focused on partnering with you and your teams to create world class innovative solutions that align with your specific needs to significantly change business gradually over time. SightSpan is focused on partnering with your company to implement improvements in your toughest and most complex business areas of focus.

Whether it is focus on your customer, overall process alignment, or standardization across areas that your business seeks, our team is made up of experts that will drive out the most effective ways to improve your internal processes to meet your goals. In addition, our team is always focused on risk-reduction. We measure your processes using various risk assessment techniques, thus allowing you to better manage your overall management costs.

Problem Statement

Organizations are faced with global challenges both on an industry and enterprise level:

- Undefined business goals for process alignment
- Low customer satisfaction
- Changes to business policies and procedures
- Lack of standardization increasing risk exposure for business
- Undefined governance model for business process oversight
- Cost of business is increasing
- Need for independent testing requirements
- Need for a risk-based end to end program evaluation focused on processes
- Lack of financial controls
- Current environment contains inconsistent non-measurable methodologies: identification of core components for centralization and de-centralization

How We Help

SightSpan partners with you to assist in the management of running an effective Business Process Improvement project or program that conforms to the requirements of your business. SightSpan's program design and improvement strategies focus on efficient risk reduction based on your specific business needs. Enhancing your business process capabilities:

- ✓ Provide experts to enhance existing process designs and establish metrics
- ✓ Establish or enhance process flows that meet needs
- ✓ Perform risk assessments of designated processes
- ✓ Design and incorporate risk-based methodology to decision process flows
- ✓ Program requirements documentation
- ✓ Vendor comparison and analysis
- ✓ Perform independent testing and customized audits
- ✓ Establish and provide sound financial controls
- ✓ Support on-going program evaluation and consultation services