



Passion for...

Systems thinking, process mapping, business process re engineering, lean thinking. What is it all about and how can we apply it?

Overview

echelon has worked with a number of organisations to review their processes to reduce duplication and waste and provide a customer focused efficient service.

Lots of different words and phrases are used to describe a common sense approach to reviewing your business processes and making improvements to them.

echelon embraces the concept of systems thinking but also recognises the need for structured measurement. Our approach is to work with our clients to develop core processes that are customer focused achieving tangible reductions in inefficient practices and demonstrable cash savings.

Indicators or measures are also utilised to ensure that any process improvements that are made can be measured to assess the impact of these.

Customer Involvement

Whatever type of business you are in the customer must be considered and where possible be included in this process review.

Achieving excellent customer satisfaction is the core driver for all businesses so why not get your customers involved in helping to redesign your processes. Who better to tell you what can be done to improve your service than the people who receive it.

Contact

If you are interested in speaking to one of the echelon team on how we can support you to improve your processes and increase customer satisfaction please visit our web site and use the contact us section or telephone our office on **01707339800**.

