

Fact Sheet

THE PROCESS PROS ■ your gateway to process improvement

WHO ARE THE PROCESS PROS ?

The Process Pros are specialists in the field of process management and supply chain management. Our field of expertise includes:

- Designing and analysing business processes and supply chains
- Improving and implementing business processes and supply chains

WHAT'S NEW ?

We go beyond simply using traditional products like process models, flowcharts and process analyses, and we strongly enhance our clients' logical thinking in business process management with our interactive methods. You need us to straighten the logic in your processes, and we need you for the thinking.

We have a unique working method with process simulations. We promise the best of creativity and professionalism:

- Exciting workshops
- Interesting process games (The Stocking Factory)
- Process simulations with stunning results
- Training courses on process behaviour and supply chain management
- Innovative solutions to social problems for governments
- Realising business challenges for industries
- New management concepts by implementing process management

We take Lean analysis and Kaizen workshops to the next level. We promise that you will have fun working with us, and that it will be a learning experience for both of us.

Keywords in our approach are: **Highly interactive, Creative, Fun to work with, Challenging, Talked About**



The
Stocking
Factory



Process Simulation

RECOMMENDATIONS

“The Process Pros presented strong metaphors for our team that could easily be extrapolated to our own work environment and process challenges in our day-to-day practice. Throughout the workshop we discovered many opportunities that challenged our traditional ways of thinking, and caused a valuable paradigm shift towards a simplified, and control focussed process mindset. Besides it was lots of fun doing the factory team-building exercise – highly recommended!”

Manager IS - Service Management Centre of Excellence

TELUS Business Transformation

“The Process Pros brought a great deal of enthusiasm and innovation to their work with the City of Victoria. They were very successful at engaging staff in discussions about customer service and their innovative style of working with our group was well received by participants.”

Assistant Director

City of Victoria

RECENT CUSTOMERS

Providence Health

- Consultancy on the implementation of Medication Reconciliation at St. Pauls, Vancouver.
- Analysis of the Residential Medication Administration and Delivery system at Mount St. Joseph’s Hospital, Vancouver.

City of Victoria

- Consultancy on their Customer Service Strategy and the process simulation of the business licenses.

City of Vancouver

- Analysis of the process Report to Council.

City of Coquitlam

- Process simulation and analysis of the process of demolition permits.

Telus

- Analysis of the processes of Large Complex Deals.

MVKA Productions

- Analysis of their projects delivery processes.

District of North Vancouver

- Mystery shopping and consultancy on reducing costs of current operations.

PROCESS MANAGEMENT AS A LEVER TO MANAGE SOCIAL PROBLEMS

We developed a unique and successful method (based on the basic principles of process and supply chain management) to lever major social problems like domestic violence, sexual exploitation, trouble making families, nuisance behaviour and drugs and alcohol- related crime. If you are interested, we will gladly mail our paper which we have presented recently at the First Annual quality Management Conference in Vancouver.