



THE PROCESS PROS ■ your gateway to process improvement

TELUS

Overview Practices



Results

- Improved selling & delivery process for large complex deals; more standardized, lower costs, shorter cycle times

Goals

Improve the process for large complex deals:

- How to improve estimation and reduce the swag factor?
- How to learn and lead smarter?
- How to combine ITIL and flexibility?
- How to sell Large Complex Deals products?

Working method

A workshop with key players involved was conducted. The itinerary of the workshop was:

- Sharing our insights and experience with similar processes (best practices)
- “The Stocking Factory”, a process game which is used to teach people the basic principles of process management
- Tying insights from the best practices The Stocking Factory back to process of selling and delivering large complex deals

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the Process Pros



“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-focused process mindset. Besides, it was lots of fun doing the factory team-building exercise – highly recommended!”