

Case Study - How to deliver profitable growth by improving business processes

Issues:

An ERP system had been installed by the business, without clear definition of the key business processes prior to implementation, with the result that the new system afforded insufficient control and the business was operating sub-optimally.

Work with Cairnforth:

- Cairnforth team identified and documented business processes and refined and adjusted them to operate within the scope of the new system.
- KPIs were designed around the clarified processes and a process - improvement plan was formulated and implemented.

Results:

- Business processes brought back under control.
- Clarity throughout the organisation on accountability and responsibility for the key processes.
- KPIs linked to effective processes.
- Management reward system introduced based on new KPIs.
- A solid base created for ongoing optimisation of the supply chain.