



# BENEFITS of BUSINESS PROCESS IMPROVEMENT

Business processes are the thoughts, decisions, and actions involved in running a business. Better processes directly equal better business. The benefits of Business Process Improvement (BPI) are immense. BPI changes the core culture of an organisation to become more customer focussed - not just external customers but also internal customers - your colleagues, other departments and sister companies. The whole organisation operates as a united effective, efficient, agile team with a common goal.



## CUSTOMER SERVICE

BPI is a focussed attention on delivering the needs of each & every customer in a chain of processes.



## GLOBAL STRENGTH

BPI involves continuous improvement through self analysis & comparison (benchmarking) against better organisations.



## COST REDUCTION

Business processes constitute a significant proportion of your organisation's costs; better processes lead directly to more efficient business.



## FASTER PROCESS

Processes are simplified, non-value adding activities, duplication & excess are reduced, standardisation & automation improve productivity.



## STAFF SATISFACTION

Staff know what is expected of them, their environment supports their work, life is more organised, their careers develop successfully.



## BUREAUCRACY

Appropriate approvals & monitoring ensures both better control & ownership.

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**"Business Process Improvement can have the biggest single positive impact on the culture of your organisation."**

*Dr. H Harrington, Ernst & Young*



## MORE...

Less delays, fewer emergencies, greater response, greater customer loyalty, better supplier relationships, better communication, automation, greater market share, clarity!

Jejo are expert in business process improvement & intelligent integrated IT systems

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