Methodology

1. Understand the business strategy, business model and market.
2. Review existing documentation on protocols, workflows and standards.
3. Hands-on observation of actual protocols, workflows, decisions and standards in use.
4. Report to senior/client manager(s) regarding the current alignment of BP's to the business strategy, model and market. This ensures that we have an accurate and thorough understanding of the goal(s) of the BP design project.
5. Define optimal BP(s)
    a. Workflow/Protocols
    b. Functional organization for accountability
    c. Human resource skills required
    d. Use of existing technology for efficiency and control
6. Overlay the optimal BP design with the current functional organization and human resources of the company to understand the impact of the optimal design.
7. Work with the company to define the implementation plan; complete, scaled or phased.
8. Assist as required in the execution of the implementation plan.
9. Define an on-going, frequent, management process with key BP managers and senior management to assess/evaluate changes in the internal/external business environment. The results of this process could be further changes to the BP's, protocols/workflow, human resource utilization, sales/marketing efforts, customer service options, etc.
10. Define key positions within the business to independently measure, analyze and report on client/customer feedback. This includes direct feedback to the company as well as external data, e.g. blogs, BBB postings, Yelp type opinion sites, social media responses, etc.