



Organizational Operations

Revamping Processes

Darshan S., *MCA, MBA (Finance), ITIL Expert*

Operational Excellence Consultant

darshan.venture@gmail.com

Organizational Operations

To achieve organizational effectiveness; progress towards business goals must be evaluated. Inefficiencies can be eliminated by monitoring and benchmarking operations continuously. To do so, strong and effective processes must be built as a backbone to support business operations.

The list is unlimited, but these 30+ major processes and 100+ sub-processes make the strong foundations of business operations.

Goal

- 25-75% increase in productivity
- >50% faster process turnaround
- Infusion of process-driven culture

Process Frameworks with Major Processes

❖ 'Application Support and Maintenance' Process Framework

- Incident Management
- Problem Management
- Service Fulfillment
- Change Management
- Major Incidents, Hot Fixes and Retrofit

❖ 'CRM' Process Framework

- Pre-sales
- Marketing and Promotions
- Customer Satisfaction

❖ 'Sales and Marketing' Process Framework

- Field Sales Operations
- Tele Sales Operations
- Sales Channel
- Institutional Sales

❖ **'HR' Process Framework**

- Recruitment
- Onboarding & Orientation
- HR Policies
- Training and Development
- Compensation and benefits
- Employee Requests
- Employee Management
- Performance Management
- Regulatory & compliance processes
- Offboarding

❖ **Product Development & QA Process Framework**

- Code development standards and procedure
- DevOps and QA synchronization
- Bug fix workflow
- Change and Release Management

❖ **Financial Processes: Accounting management**

- Chart of Accounts
- Responsibility center and cost classification
- Postings and expense tracking
- Invoicing
- Payroll Processing
- Scheduled Financial statements preparation
- Cost sheet and project estimation.
- Reimbursement processing
- Compliance related filing

❖ **IT Process Framework**

- Asset acquisition
- Asset configuration management
- Asset disposal
- Access Management

❖ **Capital Management Process: Reporting and Financial analysis**

❖ **New Project evaluation process**

❖ **Customer Success Processes**

- Reports and analysis - for each function

❖ **Training and Development Processes**

- Note: This is covered separately.

❖ **Continual Process Improvement (CSI)**