Using my own organisation, Propel Tech, a Software Development Consultancy, I’ll be analysing the service delivery business process to determine inefficiencies.

Primarily, as consultants, our customers are other businesses that lack internal resources to develop and support their business systems. We operate mostly in the private sector, with clients in manufacturing, property, energy, broadband, aviation and many more.

Using Porter’s Value-Chain analysis template, we discover several key activities that shape our high-level business processes.

A close-up of a school activity

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Extrapolating these findings, our primary activities can be translated onto a value-chain diagram, below.

A diagram of a project

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The value-chain diagram shows the primary cycle of processes that enable profitability of the company, however there are many supportive processes both internally and externally that effect Propel Tech’s ability to be profitable.

Below is an Organisation Diagram (Hamond, 2019) the displays our primary value chain’s position against the wider market & business climate.

A diagram of a company

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Propel Tech’s main high-level business processes are marketing & sales, management & HR and **software service delivery**, the latter of which I have selected for analysis.

The below business process scope diagram displays it’s boundaries against the rest of the organisation.

A diagram of a diagram

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Focussing on the core process itself, the following process hierarchy diagram breaks down Service Delivery into mid & lower-level processes, with a single example of procedures.

A diagram of a process

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The reason I’ve chosen this process is because it directly correlates with the profitability of the business.

Inefficiencies related to service delivery have become apparent within the organisation, projects have been underestimated, resulting in under-budgeted projects.

Briefly, the below diagram displays an analysis of factors that could contribute to work being delivered over budget, these should be split into a map of internal and external causes.

A diagram of a company

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In my assessment, I will focus on the internal factors that influence Propel Tech’s estimates, analysing the causes on a deeper level and suggest changes to the service delivery process to enable a greater degree of accuracy of budget.