Process Architecture

Consultancy Firm

Client Acquisition

Framework Contracts

| Relationship Management | Market Development |

Management Processes

Project Management

Service Delivery

| Consulting | Outsourcing | Interim Management |

Client Meetings & Feedback

Core Processes

| Market Research | Vehicle Leasing | Secretary Services (Administrative) | IT Support |
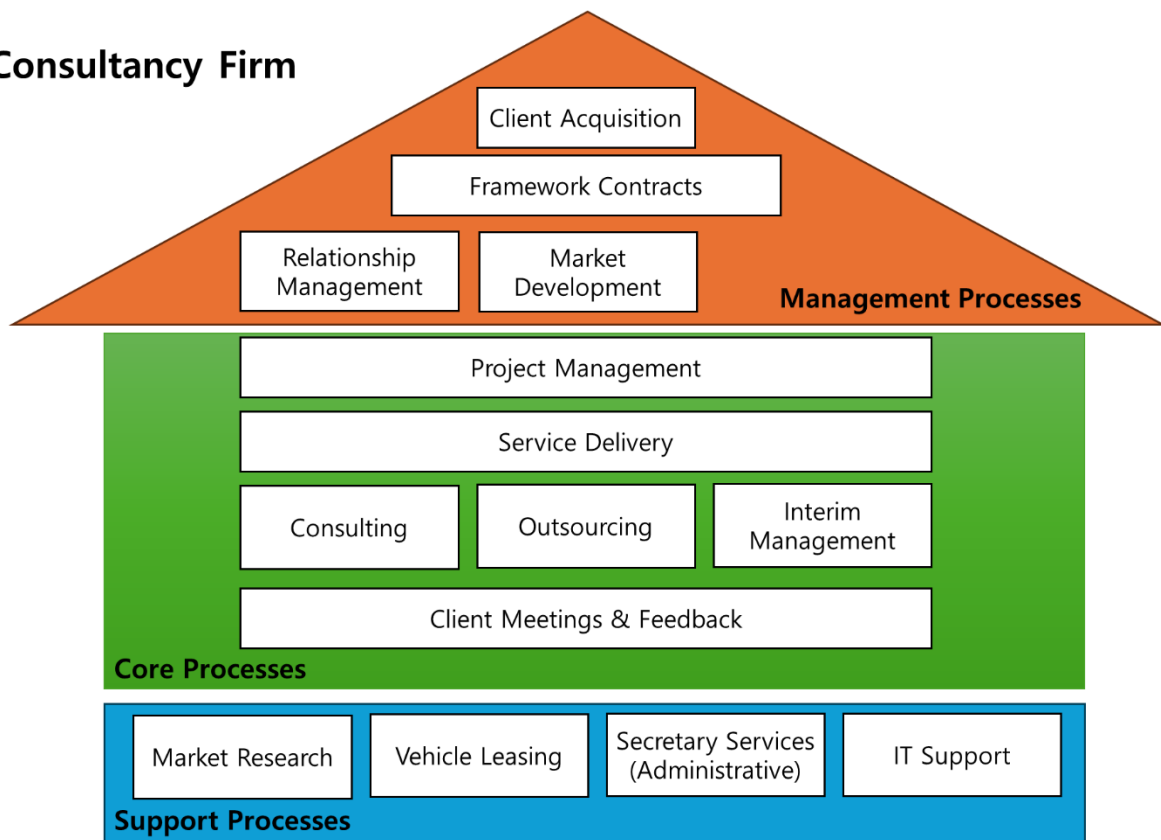
Support Processes

Value Chain of Core Porcess

Core Processes

Client Intake → Service Delivery (Team Formation) → Kick-off Meeting

Consulting → Outsourcing → Interim Management → Evaluation and Feedback
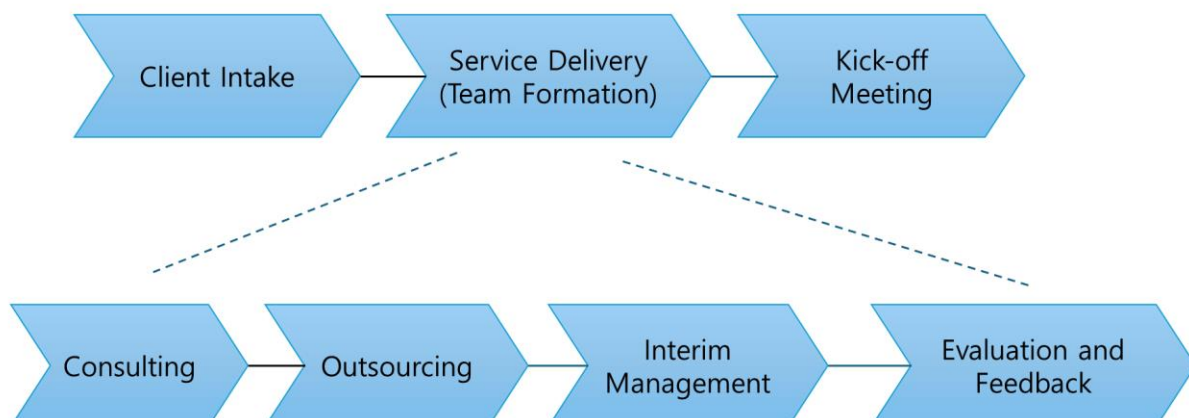
Value chain of non-core process

Managment Processes

Client Management

Client Evaluation → Contract Signing → Relationship Management

Strategic Planning

Strategic Planning → Risk Evaluation → Execution Control

Support Processes

Market Research

Data Collection → Market Analysis → Report Generation

IT Support

Infrastructure Management → System Maintenance → User Support