



# Business Processes

## **Business Process Solutions**

We have expertise in the area of Business Process re-engineering and documentation. We provide training to organizations for process implementation. We also support organizations in for

- ISO 9000 certification
- Business process audit and implementation gap identification
- Risk identification and mitigation

For process documentation we adopt the SIPOC (Supplier, Input, process, output and customer approach) so that all stake holders are given sufficient considerations. The **documented processes** are **signed off by the CXOs** of the company and **training is conducted** for the relevant process participants.

The process documentation and re- engineering is taken up as turnkey project and it is ensured that documented processes are handed over to the organisation after taking inputs from all stake holders. Minimizing the “Cycle time” is given very high consideration and all cares are taken to build fool proofing measures while as part of process documentation.

Designing for Six Sigma is our motto while documenting the business processes of organization. We have our expertise in the area of

### **HR processes:**

- HR Policy manual designing
- Recruitment Process – Interviewing and Psychometric testing
- Job description writing
- Employee on boarding and Induction
- Performance Management
- KRA setting and Performance evaluation
- Organisation culture building

### **Customer Service Process:**

- Customer Query handling process
- Complaint resolution process
- Front office customer management
- Telephonic query response management

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