

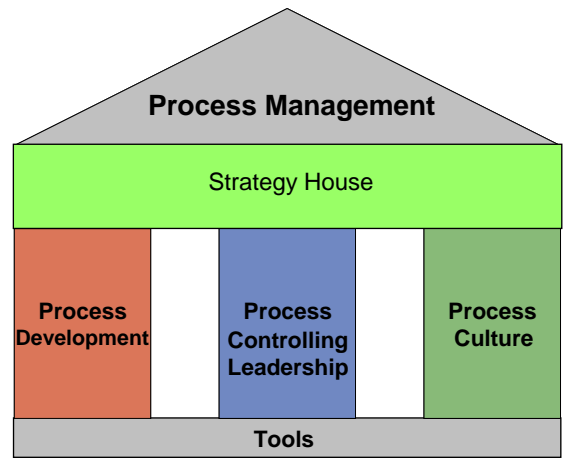
### Why Process Management?

Customer focus & Quality! Process- instead functional orientation!  
Teamwork and personal growth!

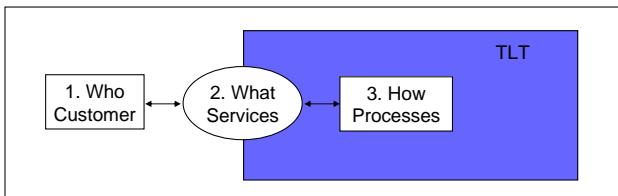
The term process management signifies the systematic development of business services, solutions and processes. Process management breaks down from the strategy into manageable process steps.

Process management includes the **strategy house** and the three dimensions **Process Development, Process Controlling / Leadership** and **Process Culture**. **Outputs or services** are the results of a *process* and they go to internal or external customers.

The recipient of a service is another *process* either within or outside the company. It may be material or immaterial. A service is the result of the value added by a *process*.



### Which are our basic questions?



1. **Who** are our customers? Which is our strategy?
2. **What** are our services? **What** are we doing?
3. **How** are our processes? **How** are we doing it?

### What are the main outcomes?

	<b>Process Development</b>	<b>Process Controlling</b>	<b>Process Culture</b>
WHO	for the company: Customer groups Products / Services Establish Processes Process Map	Roles: Process Committee, Process Manager	Instruments: Process Success Factors, Continuous Planning
WHAT	for each Process: Process Guidelines Service Analysis Sub-Process Planning Contextual Diagram	Sub-Process Manager, Process Circle	Process Performance Indicators, Process Objectives, Action Plan
HOW	for each Sub-Process: Activity Chain Diagram Job Descriptions IT-Requirements Tools/Work Instructions	Case Manager, Organisation Chart	Evaluation Indicators, Employee Objectives, Process Reports
			Corporate Culture, Organizational Development, Information
			Team Development Stakeholder Management Trainings Communication
			Personal Growth Professional Education Coaching

We are convinced to support you in the area of process management professional, committed and reliable.

Dr. Schnetzer Consulting AG  
Process Management • Training • Coaching

49 Pasteur (Ham Nghi St.) D1  
Ho Chi Minh City (Saigon)  
Vietnam +84 908 491 763

Traubenweg 27  
CH 8700 Kusnacht (Zurich)  
Switzerland +41 79 789 51 27

Schnetzer@SchnetzerConsulting.ch  
www.SchnetzerConsulting.ch