

Example of clients and projects:

- PostMail Switzerland → *
- UBS SA (United Bank of Switzerland, the largest Swiss Bank)
- Rentenanstalt [Life-annuity company] / SwissLife Insurance → *
- ZKB (Zurich Bank, the third largest Swiss Bank)
- Zurich Insurances
- CSS Health Insurance Lucerne
- RAD Aarau (all Switzerland) → *
- MVV Energy Mannheim, Germany
- HappylandDC (Architecture and Design), Vietnam
- TLT (Transport and Logistics), Vietnam

* see the following detailed project description with Main Responsibilities, Key Achievements and Customer Comment.

REPRESENTATIVE PROJECTS

2007	Design and Verification of Process Control at PostMail, Bern, Switzerland (18,000 employees)
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Position Held:

Consultant

Main Responsibilities:

- Development of a design for sustained process control with process roles, instruments and key indicators
- Elaboration of a proposal for the integration of process control into the existing business management process
- Implementation of verification of the feasibility of process control in a crucial, operational, organizational department

Key Achievements:

- Defined process roles with clear duties, competencies and responsibilities: a process manager, a process circle and a process development team
- Determined concrete key indicators and dimensions based on the year's objectives for the process manager and the line managers
- Supplemented the management process with four subsidiary processes: line planning, line management, process development and process controlling
- Undertook the successful verification of process control in PostMail's sales unit

Customer Comment:

"Mr. Ronald Schnetzer drew up not only a comprehensive, but also a practice-orientated conceptual idea for our process control needs. Based upon this very usable fundamental structure, PostMail is now introducing process control throughout our organization."

Michel Aeberhard, Director of the Process and Quality Management Competency Centre at PostMail

2005-2007	Development of a Process and Quality Management Competency Centre for PostMail, Bern, Switzerland
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Position Held:

Consultant, Trainer, Coach

Main Responsibilities:

- Advising the PostMail organization on the systematic development of conventions for working tools such as ideas, methods, and modelling tools, incl. procedural methods, checklists and models
- Personal excellence coaching for the director and process management for the introduction and the structuring of the new team as well as for the implementation of process management
- Collaboration as a workshop moderator, reviewer and process developer in various divisions such as Human Resources, Sales and Management

Key Achievements:

- Established a competency centre for quality and process management in conjunction with the director and thus provided crucial and sustained support for PostMail's customer-orientated approach
- Designed and carried out training and education for new competency centre personnel
- Defined a methodical, systematic procedure for business and process development: documented techniques, process development roles and clearly defined results
- Developed core processes on various levels and described them in a comprehensive process model, including a process map, process principles, service specifications, process sequences and optimized operating procedures
- Developed principles for process management, including coordination with project management
- Introduced the process of change in coordination with the existing business and process culture by means of change management
- Provided the necessary assistance for process management as an essential component of company management: models, checklists and conventions for mapping in a modelling tool

Customer Comment:

"Mr. Ronald Schnetzer, with his wide range of in-depth process knowledge and his numerous years of professional experience, supported us a great deal in the design and implementation of an integrated process management system. He made significant contributions in the area of process management thanks to his integrated approach, which ultimately led to PostMail being able to systematically use the modern aspects of process management on a broad scale in its current operations. Mr. Schnetzer personally supplied much-needed assistance in the training and qualifying of our staff in the successful employment of process management principles."

Aeberhard, Director of the Process and Quality Management Competency Centre, PostMail

Representative Projects

2006 – 2007	Coaching in the Development of a Process Management System at RAD (Regional Medical Service), Aarau, Switzerland (25 employees)
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Position Held:

Consultant

Main Responsibilities:

- Timely, daily consulting of the process manager over a period of six months
- Coaching for the methodical construction of process management
- Playing the process game, *PROGAME*, with the entire team

Key Achievements:

- Process development: Developed, defined and described new business and subsidiary processes and integrated them into the overriding structure
- Process control: defined measurements and key indicators and provided clear assignments, competencies and responsibilities for process control
- Process culture: conducted process simulation by means of the process game, *PROGAME*, in order to demonstrate the necessity for process management and to reflect team dynamics

Customer Comment:

“Mr. Schnetzer successfully conveyed his many years of professional experience in an easily understood manner, so that we were able to put this wealth of knowledge to immediate use. We achieved the goals we had set for ourselves, because of the exact planning and professional support he supplied.”

Dr. Roman Bel, Director of RAD in Mittelland, Switzerland

Representative Projects

2000-2004	Training sessions and development of a process management system at Swisslife, Zurich, Switzerland (300 employees)
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Position Held:

Consultant, Trainer, Coach

Main Responsibilities:

- Structuring process management derived from business strategy in the individual insurance sector
- Design and implementation of training sessions on the subjects of Process Management and Business Process Reengineering
- Support of presentations to the executive board concerning the idea and the procedure for the organization of the process

Key Achievements:

- Construction of a process management system with documented processes across several command structures and thus clarification of the following questions: Who does what, when, how and with what means?
- Defined process roles, nominated, trained and introduced appropriate people and thus integrated the new customer-orientated attitude, in order to ensure that processes are constantly being improved.
- Successfully conducted several process training sessions on process ideas, process development and process control as well as business process reengineering
- Clearly defined information technology requirements and developed appropriate assignments

Customer Comment:

Training for Process Engineering

“This is the first seminar in which I really learned a substantial amount.” “In my role as a technical expert, it will no doubt be possible for me to take what I have learned and put it to good use.” “The experiences and insights conveyed increased noticeably during their concrete implementation.” “Very well presented and visualized. The trainer gave us all enough leeway to inject our own input into the discussions.” “Very impressive process game to feel what processes are about.”

Development of a Process Management System

“This was an extremely exciting and invigorating cooperation with Dr. Schnetzer Consulting AG and it led to results of which we can all be very proud. The identification with and examination of our company and its process-orientated plans were quite remarkable.”

Peter Brodbeck, Director of the Team Business Excellence Individual Insurance, Swisslife