

# Process Management – Business Improvement in Ho Chi Minh City (Saigon) Vietnam

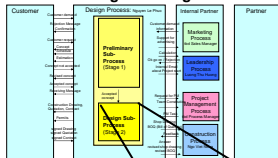
## Idea – What is it all about?

- Support, Coaching and Consulting about Process Management and how to build it up in new companies
- Use of process idea and method to connect the strategy with process management and supporting tools

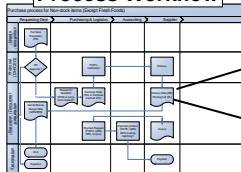
### Process Map



### Contextual Diagram Design Process:

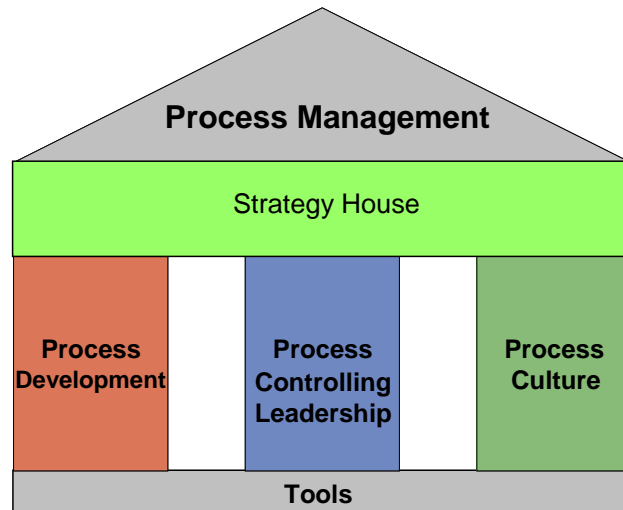


### Process Workflow



### Work instruction

No.	Step	Step Description	Responsible	Target	Control	Check Point
1	1	Check the order and confirm the quantity and quality of the materials.	Production	100%	Visual	Check the order and confirm the quantity and quality of the materials.
2	2	Check the order and confirm the quantity and quality of the materials.	Production	100%	Visual	Check the order and confirm the quantity and quality of the materials.
3	3	Check the order and confirm the quantity and quality of the materials.	Production	100%	Visual	Check the order and confirm the quantity and quality of the materials.
4	4	Check the order and confirm the quantity and quality of the materials.	Production	100%	Visual	Check the order and confirm the quantity and quality of the materials.
5	5	Check the order and confirm the quantity and quality of the materials.	Production	100%	Visual	Check the order and confirm the quantity and quality of the materials.
6	6	Check the order and confirm the quantity and quality of the materials.	Production	100%	Visual	Check the order and confirm the quantity and quality of the materials.
7	7	Check the order and confirm the quantity and quality of the materials.	Production	100%	Visual	Check the order and confirm the quantity and quality of the materials.
8	8	Check the order and confirm the quantity and quality of the materials.	Production	100%	Visual	Check the order and confirm the quantity and quality of the materials.
9	9	Check the order and confirm the quantity and quality of the materials.	Production	100%	Visual	Check the order and confirm the quantity and quality of the materials.
10	10	Check the order and confirm the quantity and quality of the materials.	Production	100%	Visual	Check the order and confirm the quantity and quality of the materials.



Strategy

KPI - Key Performance Indicators

### Working Rules

- Meetings**: We prepare meetings every time. We have an objective for each meeting and we finish on time. We always have a break after one hour for 5 to 10 minutes.
- Call Phone**: We don't use our cell phone during a meeting or while working together with somebody else. In case of emergency or in exceptional situations we do it. Nobody has ever used the cell phone for one or two times.
- E-Mail**: Email should be replied in every case to the sender. We use for addressing the following rules, especially when to customers: Dear Mr./Mrs./Ms. (Name) - Best regards or sincerely.
- No Smoking**: There are things a lot of people called smoking. Only 3 drops narrow the blood vessels up to 6 hours. Smoking people have immediate high changes in their state and there are in the body like there are in the brain. Therefore, it is extremely bad. If somebody wants to smoke please go outside.
- Listen**: Repeat all the phone ring three times 3 times before picking up. If we receive a phone call our first sentences are:

## Results

- Process management documentation for new company's from the strategy and the 3 levels of process map, contextual diagram and process workflow with work instructions
- Refined strategy, business principles and working rules
- Defined processes with roles, responsibilities and key performance indicators

## Lessons Learned:

- Vietnam companies have a lot of potential to implement process management
- Challenging cultural differences to European structured working ideas
- Helpful process idea and method to build up and improve a company
- Significance of communication, communication and communication

Dr. Schnetzer Consulting Ltd.  
Process Management • Training • Coaching

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

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

Schnetzer@SchnetzerConsulting.ch  
www.SchnetzerConsulting.ch