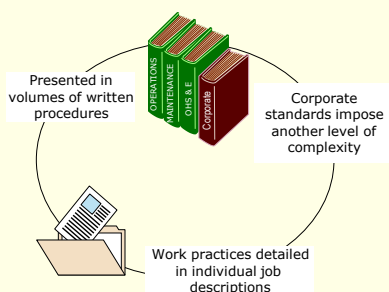


**Our aim** is to work with companies to design and then implement reliable work processes that eliminate unnecessary and costly rework. We design efficient and adaptable process maps to meet the client's business and operational needs.

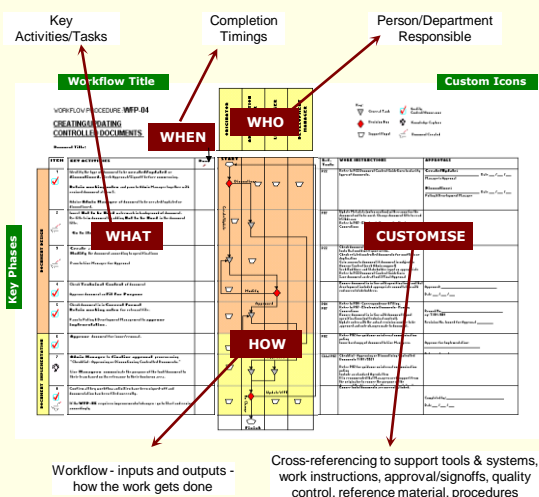
## Business Process Features



## Process Complexity



## The Business Essence Solution



**Note:** the above workflow diagram is just one of many options we use to map business processes.

## Advantages of Workflow Mapping

- Graphically shows work processes and linkages between tasks, job roles/departments and written procedures on a single sheet of paper
- Reduces silo behaviour
- Provides robust document control and approval
- Clearly defines responsibility
- Increases staff knowledge and capability
- Enables rapid staff training and increased job ownership
- Allows continuous improvement of processes and tools
- Provides a consistent and transparent road-map for audits
- Customised to suit your needs and maintained in-house
- No fancy software - built using standard Microsoft packages

## Our experience includes

**Government Agencies (Explosives):** Mapped the assessment processes and decision making tools for SA, ACT, QLD and VIC government agencies to systematically assess explosive applications in the areas of security sensitive ammonium nitrate, dangerous substances and goods.

**International Freight Tracking Software Company:** Documented and implemented improved billing processes for this start-up company by streamlining data and re-aligning roles and responsibilities to improve efficiency and decrease turnaround times.

**Internet Based Photography Company:** Custom designed workflow processes to document the internal and external tasks, roles and responsibilities for the photo shoot, display and selling of photographs online.

**Government Agency (Major Hazard Facility):** Played a major role in the design and development of the Safety Case Assessment and supporting processes for WorkSafe Victoria.

**Data Management Company:** Documented the proposed registration and production processes for the issue and ongoing maintenance of around 50,000 ID membership cards for a leading sporting association.

**Logistics Service Company:** Mapped the baggage handling process at strategic airports across Australia for a domestic airline company.

**Government Agencies (Licensing):** Documented 40+ process maps to capture the current administration and decision making processes for the issuing of registrations, licences, certificates and approvals for WorkSafe Victoria and WorkCover NSW.

**International Risk & Safety Consultancy:** Designed, developed and maintained licensing, certification and training workflow processes for safety, quality and environmental management services.

**Australian Oil Company:** Documented a well engineering team learning process for a major Australian oil and gas company.