

## Process Design, Reengineering & Optimization

Achieving breakthrough performance requires a new way of thinking about change. It requires skill and breadth of experience to think differently, challenge the status quo, and develop business solutions that provide differentiation in how products and services are delivered — both from customer and business perspectives.

### Alacer Experience & Expertise

At Alacer, we take a lean, customer-centric approach to design, focusing on streamlining value-added activities. Depending upon the target environment, we can further enable the business process with advanced workflow technologies to create high-speed process flows, without rework or delays resulting in:

- Increased value for the customer
- Reduced unit cost
- Reduced overall lead time
- Increased process controls
- Optimized resource utilization

### LEAN SIX SIGMA AND DESIGN FOR SIX SIGMA

The strength of a continuous improvement program defines how an organization embraces change. Is it engrained deeply into the culture or just another wish list item? Whether you are considering launching a new program, or need to reenergize or reinvent one that has become overly bureaucratic or bloated—Alacer's experts can help. Our Lean Six Sigma and Design for Six Sigma leaders and practitioners have designed and implemented small and large scale new and existing programs – no matter how fragmented or stale they have become. We provide a unique combination of Six Sigma expertise along with strong and deep domain expertise.

### People

Alacer's team members are highly experience leaders and practitioners. They are all hands on experts in their respective fields that roll their sleeves up and get the job done right the first time. Our Process Design and Optimization team has worked with financial institutions around the globe, big and small, to deliver the 'right' solution. From basic blocking and tackling to implementing advanced workflow systems, the Alacer team will deliver above and beyond expectations.

### Practice Leaders



Richard Paxton



Sanjay Avasthi



Lutfur Rabbani

## The Alacer Approach

### Strategy

Alacer utilizes the Hoshin Kanri process coupled with a management by fact approach for developing strategies, metrics, and initiatives to turn corporate goals into realities. With top level strategies established, level II and III plans are developed together with balanced scorecards to ensure alignment and maintain focus on the critical few.

### Assessment

Applied as part of building a continuous improvement portfolio or as a standalone independent review, Alacer's standard assessment may include but is not limited to analysis of the following: portfolio (base and initiative), performance (metric alignment, gap to goal, across and within business), organization (job family, span of control, structure), and technology (usage, availability, capability, structure, vendor contracts, non-supported, redundant). Our assessment approach can be tailored to your individual needs and applied within a single business unit or across the organization.

### Project Delivery

A challenge in many organizations is carving out the time to implement improvements; balancing day-to-day responsibilities with the need to deliver improved performance. From implementing improvements identified through one of our assessments to partnering with you to deliver critical strategic imperatives, we are here to help. Our team of process improvement experts can lead or provide support to help ensure identified improvements are implemented and business value achieved.

### Program Management

Our team of experts can lead or support large-scale program deployments ranging from integration and consolidations to complex organizational change efforts. In addition to applying proven project management rigor, we bring a structured governance model that ensures key stakeholders stay informed in real-time and changes are introduced at or above customer expectations. All of our program managers are former senior leaders from across industry and have led major change or managed large cross-functional teams.

### Project Management

Delivering high impact projects begins with having the right people. Our proven team of senior project managers can deliver initiatives from concept through production, are PMP certified, and maintain a level of professionalism that enables seamless communication at all organizational levels. In addition to PMP certification, many of our project managers hold certifications in continuous improvement methodologies including Six Sigma.