

Is this how your customer service works?



Is this how communication works in your company?

Your internal processes are the key to the successful delivery of your products and services. Inefficient processes mean mistakes are made, customers don't get what they ordered and promises are broken. Sound familiar?

Having worked with over 200 small and medium sized companies KUB has identified that existing methods of consultancy just don't work. Most consultancy projects involve writing a report that doesn't get implemented either because there isn't time, the changes are too complex to implement or there was no buy in from the start.

Using simple process mapping combined with group facilitation KUB has developed a simple technique to quickly identify and fix problems.

Time and time again communication between functions is a source of problems.

Using a skilled facilitator these communication problems can be brought to the surface and by involving the key players, issues can be resolved and then documented using the process mapping tools. No report is required because the changed process has been captured, everybody was present and so buy in is possible and no changes are agreed that cannot be implemented.

For a free no obligation meeting to discuss how process development could work for you, please call Peter Dickinson on 0845 053 7417.

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