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Streamline Business Processes

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Agenda

- Key drivers
- Methodology
- Key processes
- Benefits
- Case study

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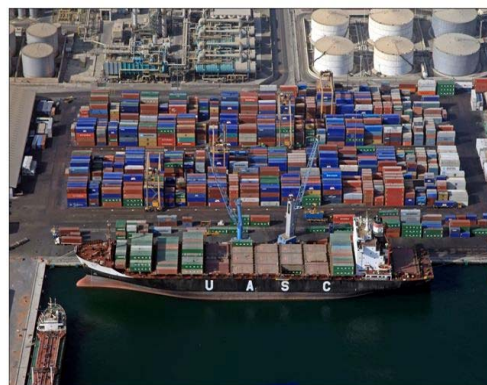
Process is a sequence of steps that, when followed in the order, completes an activity or subset of it

Process streamlining is series of steps taken to improve the effectiveness, efficiency and efficacy of the process



Key Drivers

- Health, Safety & Security
- Ever increasing competition
- Economic uncertainty
- Global turmoil
- Ever-increasing regulations
- Changing loyalties





Methodology

- Business Process Modelling
- Targeted, iterative and incremental approach
- Alignment with organisations strategic goals
- Synchronous improvement
- Consolidate existing processes and/or potentially add new ones
- Project plan and implementation timeline

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Methodology

- Measure and monitor
- Post implementation review and audits
- Overall involvement and not just IT
- Organisational change
- Training



Key processes

- Administration
- Customer access
- Planning
- Data capture
- Invoicing





Administration

- Documentation flow and approval activity
- Trouble-shooting procedures
- Medium of interchange and degree of information
- Remote data input
- Integration with planning process



Customer access

- Remote access
- Submission of e-documents
- Pre-advice and clearance procedures
- Transparency and visibility
- Automated background reporting
- Security and control





Planning

- Integrated with other processes
- Establish planning horizons
- Flexible and responsive
- Historic data and future planning
- Maintain focus on the big picture
- Resource optimisation





Data capture

- Real time versus retrospective
- Selection of right technology
- Accuracy of data capture and touch points
- Strong control procedures
- User experience





Invoicing

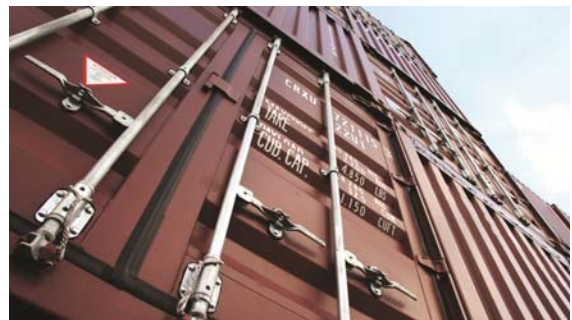
- Modelling of billable activities
- Capturing transactional activity in real-time
- Eliminate revenue leakages
- Minimise manual input
- Data security and sensitivity
- Migrate from legacy systems to e-invoicing
- Improve customer service and sustainability

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Process streamlining - Benefits

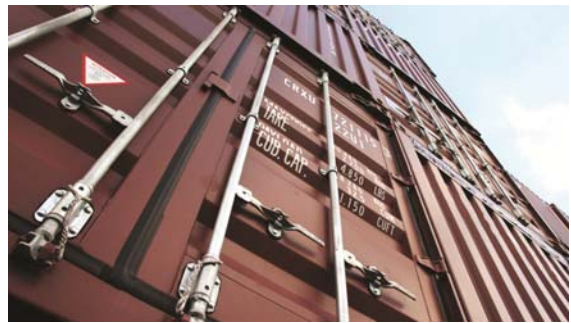
- Processing time - Improved
- Operating costs - Reduced
- Training and support effort - Reduced
- Service quality - Improved
- Revenue leakages - Removed





Process streamlining - Benefits

- Productivity - Improved
- Employer and employee relationship - Improved
- Safety and security - Improved
- Repeatable success





Case study

- Harbour Resource Management
- Pre-gate and gate operations
- Warehouse operations
- Full integration with billable activities
- Seamless data flow





Case study

- Wireless 3G for mobile computing
- Bar code scanning
- 100 % cargo pre-notification
- 98 % unmanned gate transactions





Computers are **incredibly fast**, **accurate**, and **stupid**.

Human beings are **incredibly slow**, **inaccurate**, and **brilliant**.

Together they are powerful beyond imagination

“Anonymous”

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Thank You

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