



# ADAPTIVE

SOLUTIONS & ADVISORY GROUP

**Comprehensive  
support for shared  
services & business  
process management**

## KNOWLEDGE MANAGEMENT FRAMEWORK

SERVICE DELIVERY ENHANCEMENT

# ADAPTIVE SOLUTIONS

## SERVICE DELIVERY ENHANCEMENT

Introducing process ownership with service delivery excellence models matching end-customer expectations and process execution challenges.

Defining adequate process measures and optimizing performance control.

Driving business domain initiatives or quality improvements leveraging people engagement and technology developments.

Supporting business domain leadership, GBS management and delivery needs at all levels.

PROCESS PERFORMANCE  
& QUALITY MANAGEMENT

INTERIM SERVICE DELIVERY LEADERSHIP

GLOBAL PROCESS MANAGEMENT

OPERATIONAL SUPPORT  
- RESCUE RANGERS

CATEGORY MANAGEMENT

DIGITAL WORKFORCE FARM

AUTOMATION CENTRE OF EXCELLENCE

KNOWLEDGE MANAGEMENT  
FRAMEWORK

## TRANSFORMATION MANAGEMENT OFFICE

## STRATEGIC BUSINESS GUIDANCE



CENTRALIZATION

# KNOWLEDGE MANAGEMENT FRAMEWORK

## FRAMEWORK

- ✓ Review/design process activity catalog
- ✓ Complete service descriptions
- ✓ Map all specific process nuances in the process framework

### PROCESS TAXONOMY

- ✓ Create competence matrix based on documented process
- ✓ Map available skills and competence gaps
- ✓ Identify trainings required

### REQUIRED SKILLS MATRIX

- ✓ Build a best practice database and knowledge sharing platform
- ✓ Establish back-up & handover practices and checklists

### KNOWLEDGE SUSTAINABILITY

### PROCESS REPOSITORY

- ✓ Map and validate all Standard Operating Procedures
- ✓ Design documentation repository framework and change procedures
- ✓ Ensure process induction program for new joiners

### (RE)TRAINING PROGRAM

- ✓ Create recurring training plan
- ✓ Establish and support trainer's network
- ✓ Monitor process training completion
- ✓ Introduce training certification framework

### CONTROL FRAMEWORK

- ✓ Establish audit procedures to ensure documentation quality and completeness
- ✓ Deploy Back-up & Handover structure
- ✓ Ensure continuous update cycle for trainings, competence matrix, SOPs



TRANSFORMATION

# KNOWLEDGE MANAGEMENT FRAMEWORK

## BENEFITS



### STANDARDS ADHERENCE

Defined standards followed and monitored with change request procedure deployment



### EFFICIENCY

Operational process efficiently sorted within business unit/ department leading to proven operational productivity



### INNOVATION

Access to properly managed knowledge creates field for innovation among business units and departments



### CUSTOMER SATISFACTION

Enhanced employee job based knowledge improving service quality and customer satisfaction



### EXPERTISE

Easy access to documentation, training and expertise within organization



### EMPLOYEE GROWTH

Motivated, capable and confident workforce with stronger performance results



### AGILITY

Fast knowledge transfers driving effective re-use of available resources

## DELIVERABLES



### PROCESS TAXONOMY

Defined process service catalog with clear view of end-to-end process flow and workload estimation, volume fluctuation



### DOCUMENTATION FRAMEWORK

Knowledge management repository framework with service business descriptions, operational instructions and change procedures



### BEST PRACTICE REPOSITORY

Introduced best practice sharing platform to scale re-use within organization



### BACK-UP & HANDOVER

Designed back-up structures within organization & handover procedures



### SKILLS MATRIX

Identified and evaluated critical skills matrix required for organizational goals realization including gap analysis



### TRAINING CURRICULUM

Comprehensive training plan capturing technical and soft skills with progress tracker



### CERTIFICATION FRAMEWORK

Deployed skills and knowledge credentiality framework for employees



AUTOMATION



# OTHER SOLUTIONS

## SERVICE DELIVERY ENHANCEMENT

### TRANSFORMATION MANAGEMENT OFFICE

Leading the organization change and x-functional integration alignment.

Optimizing organizational and cost structures via people competency development, system standardization, supplier sourcing, process reengineering, harmonization and digitalization programs.

Applying market best-practices and qualified methodologies addressing business specific implementation challenges to guarantee quantified results.

### STRATEGIC BUSINESS GUIDANCE

Consulting business services strategies based on comprehensive analysis of client business imperatives, structures and functions.

Indicating opportunity potential and readiness for transformation journeys.

Defining roadmaps and organizational design changes corresponding with business goals, market benchmarks and available technology solutions.

ORGANIZATION CHANGE MANAGEMENT

PROGRAM MANAGEMENT OFFICE

DOCUMENTATION AND HARMONIZATION

BUSINESS FUNCTION TRANSITIONS

GBS SUPPLIER CONTRACT MANAGEMENT

SOURCING MANAGEMENT

AUTOMATION SOLUTION  
IMPLEMENTATION

TRAINING AND COMPETENCE  
DEVELOPMENT

STRATEGY FOR TRANSFORMATION

CENTRALIZATION METHODOLOGY

GBS FEASIBILITY STUDY

PROCESS MATURITY ASSESSMENT

CENTRE OF EXCELLENCE  
FRAMEWORK

AUTOMATION OPPORTUNITY  
ASSESSMENT

GBS OUTSOURCING STRATEGY

BSS MARKET RESEARCH



## **ADAPTIVE Solutions & Advisory Group**

is helping organizations in adopting themselves to market environment and seize competitive advantage in the business world through centralization, transformation and automation of business processes. With unique process transformation expertise, the Company offers dedicated business solutions for shared services & outsourcing industry, including end-to-end process management, change management, technology enhancements and GBS market intelligence.