



ADAPTIVE

SOLUTIONS & ADVISORY GROUP

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



PROCESS PERFORMANCE & QUALITY MANAGEMENT

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

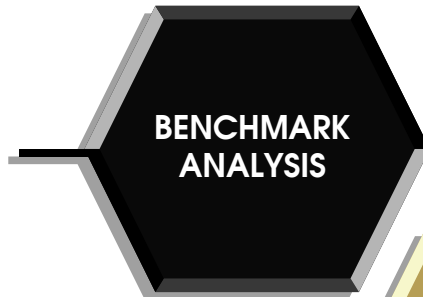


CENTRALIZATION

PROCESS PERFORMANCE & QUALITY MANAGEMENT

FRAMEWORK

- ✓ Benchmark process performance measurement and quality assurance with best-in-class practices



- ✓ Indicate the reporting process performance improvements and quality management



- ✓ Establish Operational Governance Model and regular review reporting framework

- ✓ (Re)design Key Performance Indicators with systems set up



- ✓ Deploy issue logs trackers

- ✓ Deploy automated dashboard with visualization of Performance Indicators and reporting timetable



- ✓ Deploy desired quality controls policy and sanity checks in activities and tasks needed to maintain a desired level of excellence

- ✓ Establish continuous Benchmarking framework for service delivery excellence



- ✓ Re-engineer the entire process cycle to adopt new specifics and requirements



PROCESS PERFORMANCE & QUALITY MANAGEMENT

BENEFITS



COMMON GOALS

Strong focus on strategic and business objectives clearly communicated across organization and actionable



VISIBILITY

Full picture on key drivers impacting business, process performance by having tailored designed performance metrics



EFFICIENCY

Shorter turnaround time (cycle time) dedicated to deliver business value to the market



PROCESS QUALITY

Updated and followed industry quality standards and guidelines relating to the process execution



BUSINESS AGILITY

Ability to achieve faster and factor-based decision making due to data reliability

DELIVERABLES



OPERATIONAL GOVERNANCE MODEL

Established effective operational governance model with internal regular review reporting framework



QUALITY & IMPROVEMENT APPROACH

Implemented critical controls & sanity checks with continuous improvement methods



AUTOMATED DASHBOARD

Automated dashboard presenting Key Performance Indicators results integrated with existing system set-up



BENCHMARK ANALYSIS

Process performance results compared with benchmark
Proposed solutions for accelerating performance level



PERFORMANCE MANAGEMENT FRAMEWORK

Refined process performance framework per domain with designed and deployed Key Performance Indicators tailored to business environment



DOCUMENTATION

Documentation for whole process performance methods and detailed source of data calculation

CLIENT REFERENCES



Global tobacco manufacturer employing 45,000 employees globally & generating yearly revenue on the level of 11 500 MM USD

BUSINESS NEED

Establish robust Process Performance Management methodology along with development of Global Reporting Dashboard for KPI reporting from top-level management to operational leadership

PROJECT SCOPE

- ✓ Design strategic, tactical & operational KPIs for Finance, Global Supply Chain, Hire to Retire, Sales & Marketing activities across the globe
- ✓ Build data extraction and collection documentation for KPI reporting from various systems
- ✓ Define KPI reporting procedure with definition of responsibilities, reporting calendar, data reporting structure

CUSTOMER VALUE

- ✓ Fully designed Business Balanced Scorecard for performance management of GBS centers across the globe
- ✓ Fully designed set of measurements for process performance management on operational, tactical & strategical levels
- ✓ Detailed data extraction documentation for measurements & automations
- ✓ Developed full KPI framework covering timelines, governance, structure & visualization



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.