

The „SingleOffice®“ Conception

From customer inquiry to delivery in a process



The Challenge

Inquiries from impatient customers even though your staff is working overtime already? Constantly recurring communication errors between costumers, dispatch, head of department and production? Unnerved costumers threaten contract penalties? Your product plays premier league but your administrative processes are still third division?

The Solution: the “SingleOffice“ Conception

We develop your process design, strictly following client specifications - without regard of historically based bounds of departments. Starting from analysis, we generate your customized process. To ensure everything works, we will - in cooperation with your staff - carry out the implementation of the “SingleOffice“ structure.

The Strategy

In this process, we let our long-standing experience from similar projects seamlessly be known in the analysis of your day-to-day business. Following this first phase we define the flow of coming steps for you, which include a cost-benefit-analysis that may be used to assess our further activities. Throughout the entire project, we act as part of your staff in operating business.

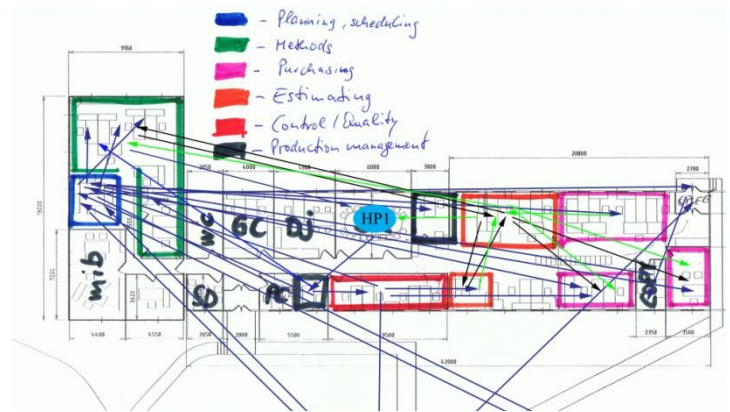
The Project

Our efforts can be divided into precisely defined phases:

Analysis and presentation of process landscape:	mib
Analysis of critical process points:	mib
Generation of “SingleOffice“ for your company :	mib
Definition and implementation of key figures:	mib
Realization of the “SingleOffice“ conception:	mib
Adjustment, coaching and fine-tuning:	mib / your staff

Your employed IT-systems will remain untouched during this process.

before:



after:



Your Benefit

- Reduction of process steps on 60%
- A corresponding decrease of administrative processing time
- Your employees focusing on the essential
- Short information paths when problems occur

Our orientation on performance-related payment on the one hand split's the risk among the contractual parties, on the other it guarantees consequent and prompt implementation of the system proclaimed by us.

Our Expertise

Bäumer & Heinen unites long-standing expertise from consulting small and mid-sized companies and long-term project experience with renowned groups. We will be pleased to impart you national and international references.

Have you got any further questions? –

Just call me or send an e-mail.

Christof Bäumer

Phone: +49 (0) 163 / 43 24 907

c.baeumer@mi-beratung.de

Bäumer & Heinen

Mittelstands- und Industrieberatung GmbH

Düsseldorf

<http://www.mi-beratung.de>