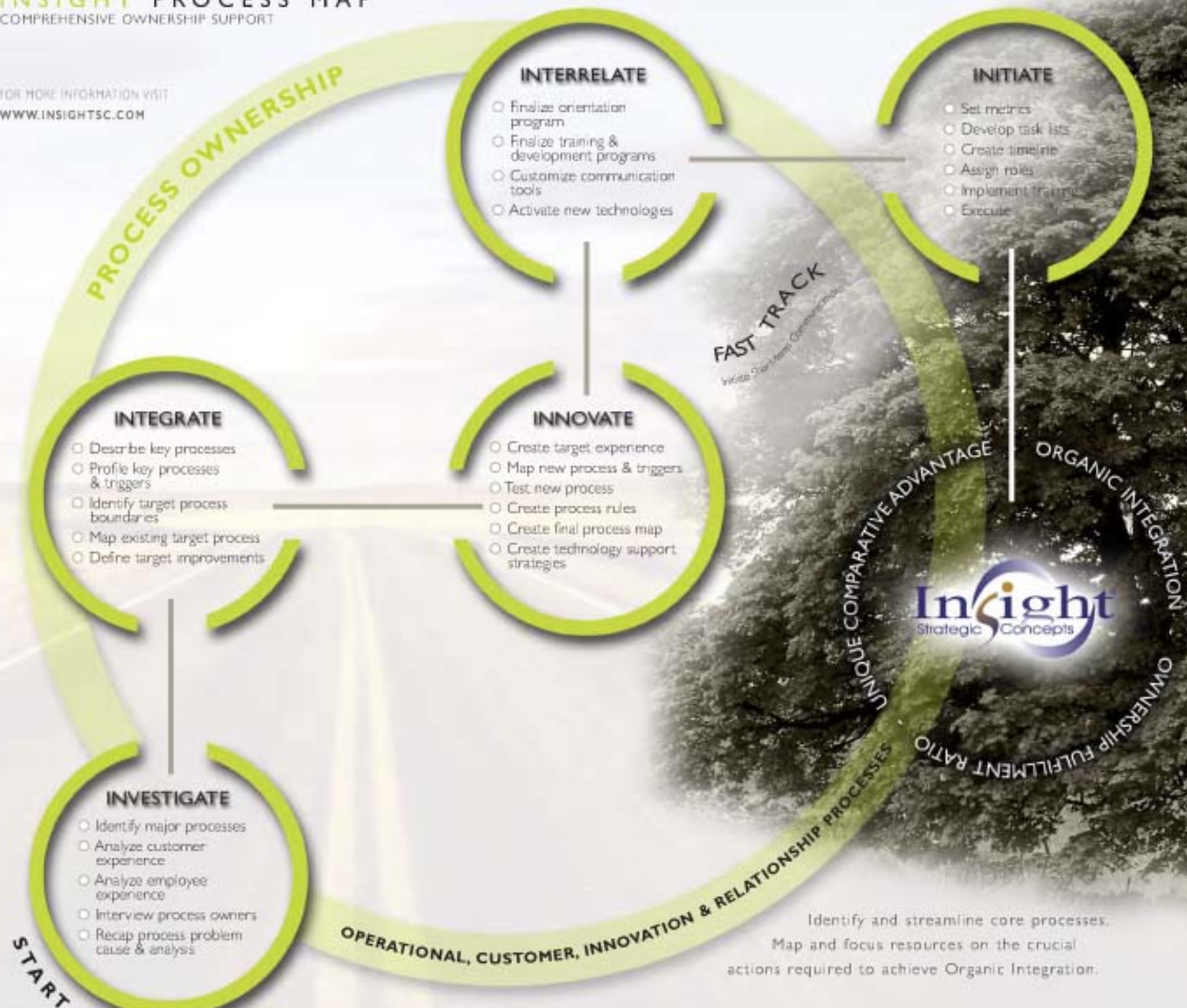


INSIGHT PROCESS MAP

COMPREHENSIVE OWNERSHIP SUPPORT

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PROCESS OWNERSHIP

INTERRELATE

- Finalize orientation program
- Finalize training & development programs
- Customize communication tools
- Activate new technologies

INITIATE

- Set metrics
- Develop task lists
- Create timeline
- Assign roles
- Implement training
- Execute

FAST TRACK
Initiate Start Home Communication

INTEGRATE

- Describe key processes
- Profile key processes & triggers
- Identify target process boundaries
- Map existing target process
- Define target improvements

INNOVATE

- Create target experience
- Map new process & triggers
- Test new process
- Create process rules
- Create final process map
- Create technology support strategies

INVESTIGATE

- Identify major processes
- Analyze customer experience
- Analyze employee experience
- Interview process owners
- Recap process problem cause & analysis

START

OPERATIONAL, CUSTOMER, INNOVATION & RELATIONSHIP PROCESSES

UNIQUE COMPARATIVE ADVANTAGE
 ORGANIC INTEGRATION
 OWNERSHIP FULFILLMENT RATIO



Identify and streamline core processes.
 Map and focus resources on the crucial actions required to achieve Organic Integration.