Smart Business Process Outsourcing

BPO Methodology

White Paper

Table of contents

Introduction to Smart Business Process Outsourcing (BPO)

Business Process Outsourcing is a practice of outsourcing non-core or non-critical functions or area that fall outside the core competency of an organization to business which can bring process, focus, economies of scales and economies of scope necessary for the organization to improve performance and profitability.

RSB Systems has developed a holistic approach to business process outsourcing which starts with a critical analysis of the business process and seeks to improve the processes at the same time as leveraging more cost advantageous resource allowing organizations to simultaneously improve performance which reducing costs.

This holistic approach, referred to as Smart Business Process Outsourcing, starts with measuring the current processes, reengineering the process, establishing quality controls, benchmarking against best practices, implementing performance improvement measures and then validating the performance of the total system.

Business Process Reengineering (BPR)

BPR is termed as "fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in critical, contemporary measures of performance such as cost, quality, service and speed." RSB Systems provides BPR solutions to companies and various levels of the organization. We lay down benchmarks and equip the top level executive with BPR methodologies, customized and tailored to their organization. We analyze the invisible and sometimes unnamed processes being observed by the organization and provide a process map which gives a clear picture of how work should flow through the organization.

Successful BPR can result in enormous reductions in cost or cycle time. It can also potentially create substantial improvements in quality, customer service, or other business objectives. Organizations today need to identify which processes needs to be reviewed or altered to significantly improve the business enterprise function and bottom-line performance. No organization can reengineer the whole business simultaneously. The processes need to be divided into categories based on the level of dysfunction. The most dysfunctional are addressed first and the least dysfunctional at the end.

RSB Systems follows various customized BPR based on the requirements of a company. The basic framework of our BPR service is:

- Set Directions
- Baseline and Benchmark
- Develop Vision and Strategy
- As Is Description and Analysis

- Launch Problem Solving Projects

- To-Be Design and Validation

- Design Improvements

- Implement Change

- Embed Continuous Change

Quality Control

Quality Control (QC) is a system of routine technical activities, to measure and control the quality of the products and services as they are being developed. Quality Assurance (QA) activities include a planned system of review procedures conducted by personnel not directly involved in the inventory compilation/development process; preferably by independent third parties. It should be performed upon a finalized inventory following the implementation of QC procedures

RSB employs ISO certified quality control executives who constantly monitor the everyday process and final production. Daily logs are generated and archived and reviewed later to assure optimum performance and reliability of all systems and procedures

Some of our QC methodologies and tools are:

- Quality ISO 9001 Certification.

- Six Sigma metric, methodology, and philosophy: Six-Sigma is a rigorous and disciplined methodology that uses data and statistical analysis to measure and improve a company's operational performance by identifying and eliminating "defects" in manufacturing and service-related processes.

- SB is working towards the highest level of maturity along the widely established Capability Maturity Model (CMM) developed by the Software Engineering Institute at Carnegie Mellon University. This allows for the continuing evolution of software development methods.

- RSB recognizes the need to keep our human resources at peak value. Continuing education is provided for our employees.

Benchmarking

Benchmarking is a process used in management, in which companies evaluate various aspects of their business processes in relation to best practice, usually within their own industry. This then allows companies to develop plans on how to adopt such best practice.

RSB Systems recognizes that no company is exceptional at everything. That is why we consider it as an ongoing process involving firms from any industry and any country. It is not a one-shot event and there is no room for complacency.

RSB Systems helps organizations achieve this by implementing a time tested process developed in-house. The results from this process are used to identify, quantify and prioritize improvement opportunities offering the greatest potential return, plus highlight areas at risk due to under-spending - thus providing the factual basis and context for creating a business plan to drive change.

Process

- Identify your problem areas
- Informal conversations with customers, employees, or suppliers
- Exploratory research
- Marketing research
- Quantitative research
- Surveys
- Questionnaires
- Reengineering analysis
- Process mapping
- Quality control variance reports
- Financial ratio analysis
- Identify organizations that are leaders in these areas
- Study their best practices
- Implement the best practices
- Repeat

Performance Improvement

RSB Systems offers industry proven performance solutions to help you motivate your employees to improve sales, customer satisfaction and allowing them to plan confidently for the future.

Our expertise helps customers to get a clear and consistent view of their past results and current performance by providing access to valuable data from their business processes and different systems. We help our customers to reduce costs within and across functional business units.

We focus on personalized service, looking out for our client's best interest and developing customized programs that deliver immediate and long-term success.

Some of the tools and methodologies utilized by RSB Systems are:

- Customer case studies
- Process modeling
- Business process simulation
- Appraisal scores defining employee benefits
- Corporate policies regarding company budgets and pay guidelines
- Establishing a performance oriented environment
- Training and skill upgrade
- Requirements assessment