

Advisory Service Summary

What we do

Process improvement is critical to the long-term success of any business. Business processes must be understood, managed, and improved to ensure continued delivery of efficient and effective services.

Our Business Process Improvement Framework (BPIF) provides the structure and governance needed to optimise business processes, with potential to deliver benefits such as enhanced operational efficiency, lower costs, reduced risk, and improved customer experiences.

The BPIF supports continuous improvement projects and activities to be delivered with a broad and flexible approach where multiple tools and methodologies may be applied.

Defined processes are governed by the adoption of strong, clear policies which consider organisational complexities, stakeholder expectations and any legislative/regulatory requirements.

We take a consultative approach to work collaboratively with businesses to develop policies to meet organisational needs and with our broad network of partners and customers, we can ensure that best practice policy development is followed.

What sets us apart

Using a cyclic approach, with best practice continuous improvement methodology; we systematically work with teams to:

- Identify business processes being undertaken
- Collate and understand the current available analytic data, including time taken to complete a process, frequency, standards, and existing measures
- Prioritise these processes based on frequency, risk, \$ etc.
- Map the prioritised processes
- Detect steps within processes that can be improved, automated, or eliminated through process reengineering
- Record and verify the benefits against benefit categories
- Report the benefit for realisation.

Being a Managed Service Provider places us in a position to not only offer strategic consulting services, but we can also indicate exactly how much it may cost to implement technology related improvement strategies. Better yet, we can take care of the implementation and project management. This means you can be assured that our recommendations are implemented effectively.

What next

We work collaboratively with clients to achieve an optimal balance between time, cost, and quality of outcomes. If you like the sound of how we work, then get in touch!

Who we are

Blackbird IT exists to facilitate and empower our staff and customers to realise their potential.

We strategically implement technology in organisations across the country, delivering precise IT recommendations to suit users, industry, budget, and goals.

You're after great business results. We're out to help you achieve it. We design and implement key technology solutions and align their benefits to business outcomes such as productivity, compliance, and risk mitigation.

Expertise

We are resourced with highly experienced advisors, engineers, IT specialists, and project managers.

They have extensive experience with continuous improvement processes, regulatory compliance, and risk management in high regulated and fast passed industries.

Our greatest resources are the expertise of our people, the customer first culture in which we operate and our core values that our team embodies.

Contact us

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