

# What is Process management?

Michael Hammer puts it thus:

The two key words in the definition of process are together and organized. All people performing a process share a common purpose and work towards a common goal. They also have an organizing framework, a process design, that specifies exactly what work is to be done by whom, when, and where.

**"Process is a revolution in thought"**

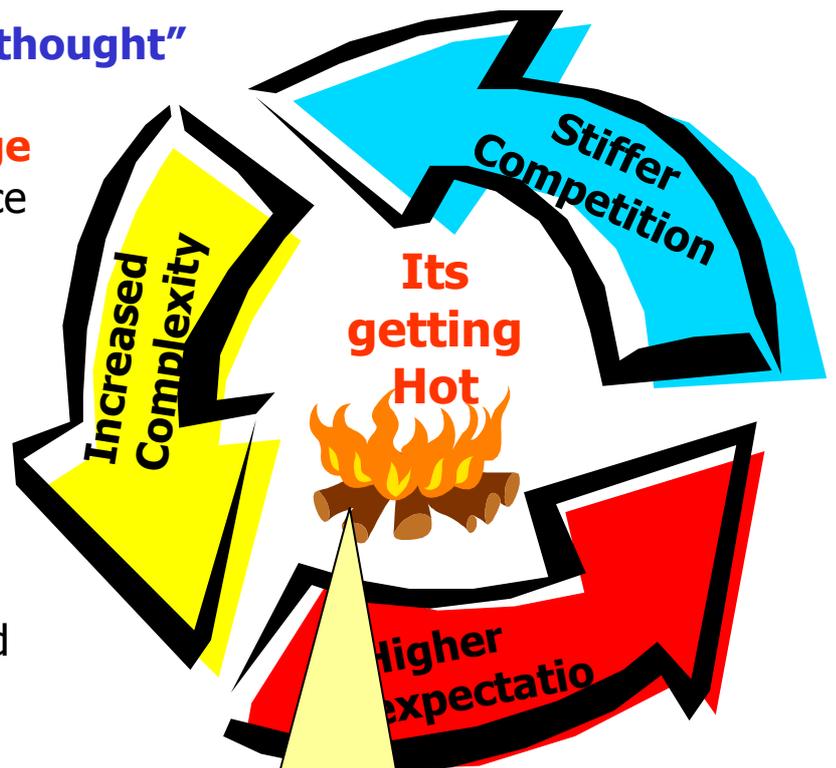
**Process management will:**

**Give you a competitive edge**

- Improve customer service
- Reduce delivery times
- Reduce errors
- Dramatically reduce cost

**Sohn** can help you understand where the opportunities to improve your processes are and most importantly what they are worth

- You will get a detailed understanding of
  - What is working well and what isn't
  - The scale of the opportunity
- Full training in the tools and techniques
- As much support as you need



## Why do I need Process management?

Increasingly Customers expect more. For example:

- Service 24/7
- Online quotes
- Immediate delivery
- Flexibility
- Low prices

**Sohn Associates** have experienced senior professionals with hands on management experience and a track record of delivery.  
**Contact us today for a no obligation discussion**

# Process Diagnosis

Every major organisation has a process to ensure safe working but how sure are you that the process is protecting both you and your staff from risk?

Why despite huge effort to stop accidents and ever more complex rules do occasional serious accidents still occur?

Why do the patterns repeat?



## **3 reasons why both you and your staff might not know that they aren't working safely**

1. Workforce staff have an in built culture of “get the work done”
2. Almost all serious accident investigations uncover serious gaps in understanding of the risks being taken
3. There are cultural barriers to effective site safety checks which are difficult to consistently overcome

Sohn have the unique capability of process skills combined with a detailed understanding of the Distribution business from the bottom up.

Are you are interested in what a process diagnosis can do for you and your staff?