

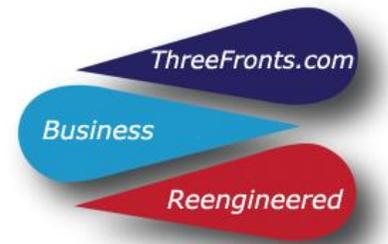
Rapid Assessment

Service Overview

A Process "Current State" Health Check

*From
ThreeFronts.com
where we're all about
process, quality, and knowledge.*

“You know where your business is and where you want it to be. Three Fronts lives in this gap optimizing and right-sizing business lines and processes.”



A thousand times a day you mentally archive notes on shifting business pressures around efficiencies, voice of customer, business intelligence/big data, goal alignment, customer value, market forces, and being prepared for the evolving disruptive digital business model. Start here, let us help.

Uncover Ways to Improve Your Operations

A process or service rapid assessment is a snapshot of current business performance and relevant factors*. Its goal is to identify where you should be focusing efforts to increase impact by providing actionable and sustainable change opportunities. It looks at process borders, the plans and platforms feeding it, how and where processes are adding customer value, as well as operational influences impacting it. The resulting summation with best-practice recommendations is a high-level roadmap to your desired process “future state.”

We ask a lot of questions and we listen even harder. We want to know what has teams in the weeds, why fires happen, where knowledge gaps are, and the causes of process pain. We will “follow the money” to uncover where, what, and why anything is robbing business value.

The assessment we provide is a way to share an objective and cohesive understanding of your big priorities over the next couple years with the quick wins and near term change recommendations toward those goals. Stakeholder review, in turn, helps validate direction and builds buy-in.

Your assessment will be an effective combination of findings, across strategy alignment and maturity models, and breakthrough recommendations across processes, knowledge, quality, and technology to help your planning.

A rapid assessment is the tool you need if you want to:

- Address business pressures strategically
- Gain more visibility on performance
- Build a systematic approach to problems
- Maximize process stages & lifecycles
- Or, are always reinventing



[*or assess the feasibility of a proposed business line.]

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Rapid Assessment delivers objectivity on:

- current state summation white paper covering overview of strategic alignment with major findings, each with one level drill-down
- major business impacts
- technology & process barrier identification
- incremental improvement action outline
- business intelligence preparedness
- best practice recommendations, current state
- best practice recommendations, future state
- **high-level visuals in reusable Powerpoint dashboard.**

Laser Lens delivers a key process, quality or knowledge insight (or two) to your inbox that can help shorten your work week.

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Rapid Assessment execution follows this general sequence [and depends on ready availability of participants and documentation]:

1. Advance* - consultation to define focus and set kick-off date
2. Advance* – contract, NDA, and document discovery
3. Advance* – team onboarding and their preparation
4. Joint discovery with leadership group
5. Survey and discovery with up to four managers
6. Four stakeholder phone interviews
7. Process discovery
8. Review of supporting documents
9. Follow up session with managers
10. Draft assessment and bonus findings
11. Virtual presentation of assessment results

‘Document discovery’ is to gain a holistic view of your business area from information in the form of:

- Strategic business objectives planning
- Business case/requirements for service/product
- Key metrics reporting for last 12 months
- Supporting infrastructure analysis
- Marketing strategies & performance
- Digital strategies & performance
- Team goals for your business area
- Organizational governance
- Customer experience or journey mapping



Our FREE Bonus To You.

Along with your business rapid assessment, we will include 2 high-level bonuses: a process-related customer experience assessment, and an overview of the lifecycles touching your process.

[EXCLUSIONS under limited special, if applicable: travel expenses, postage and shipping, and any other out of pocket expenses are extra and will be billed actual and separately.] *We have an **Advance Preparation Guide** to help you with these activities.

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Aside from Rapid Assessment services, Three Fronts can also help you:

- Build action plan from rapid assessment results
- Process re-engineering
- Root cause analysis on process barriers
- CRM-based business process workflows
- Requirements documentation
- Project recovery & management services
- Process & workflow platform searches
- [More at ThreeFronts.com/whatwedo.htm](https://www.threefronts.com/whatwedo.htm)

Service/Product Lifecycle Processes



End-To-End Re-engineering Powerhouse

Three Fronts has broad process certifications



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