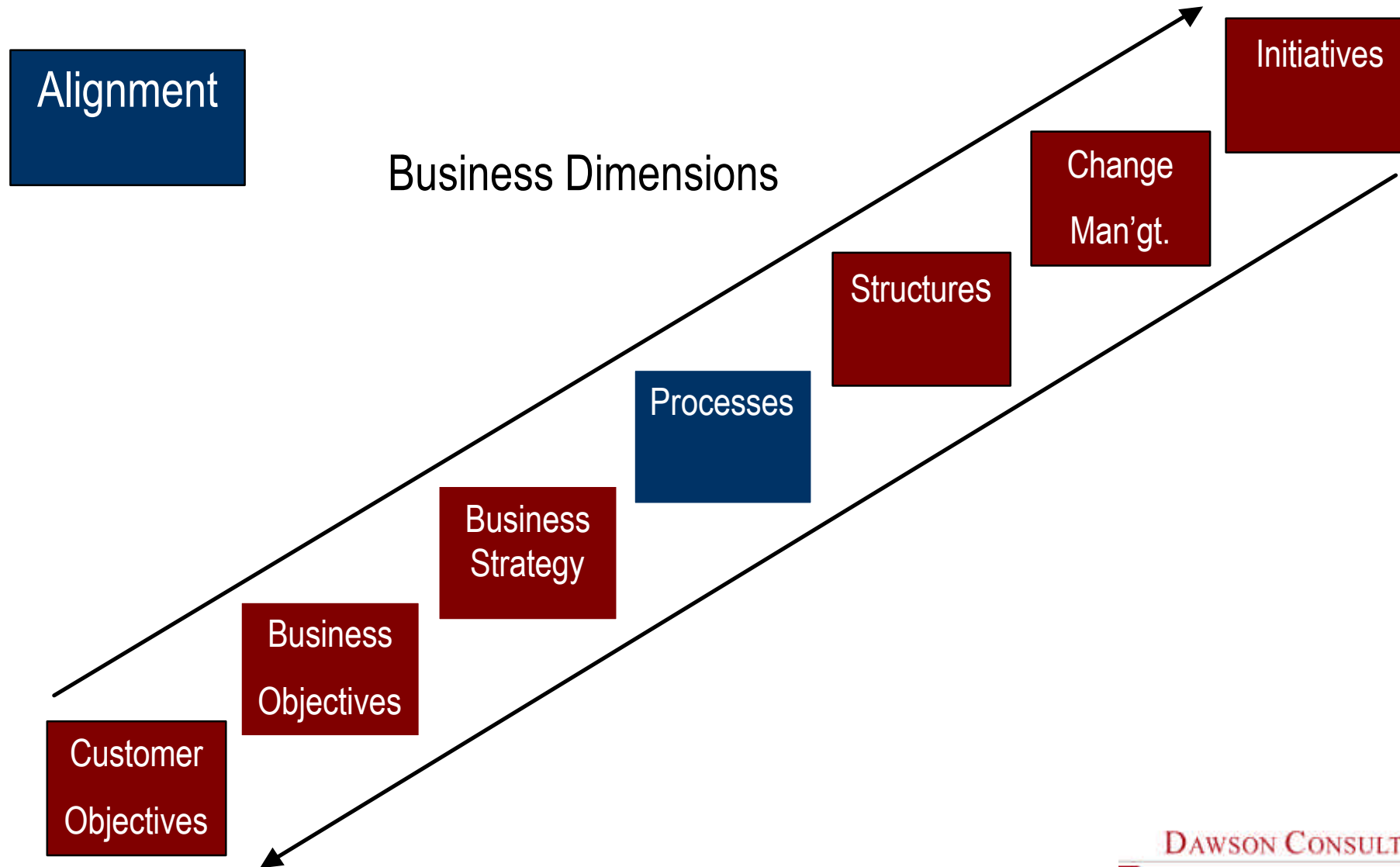


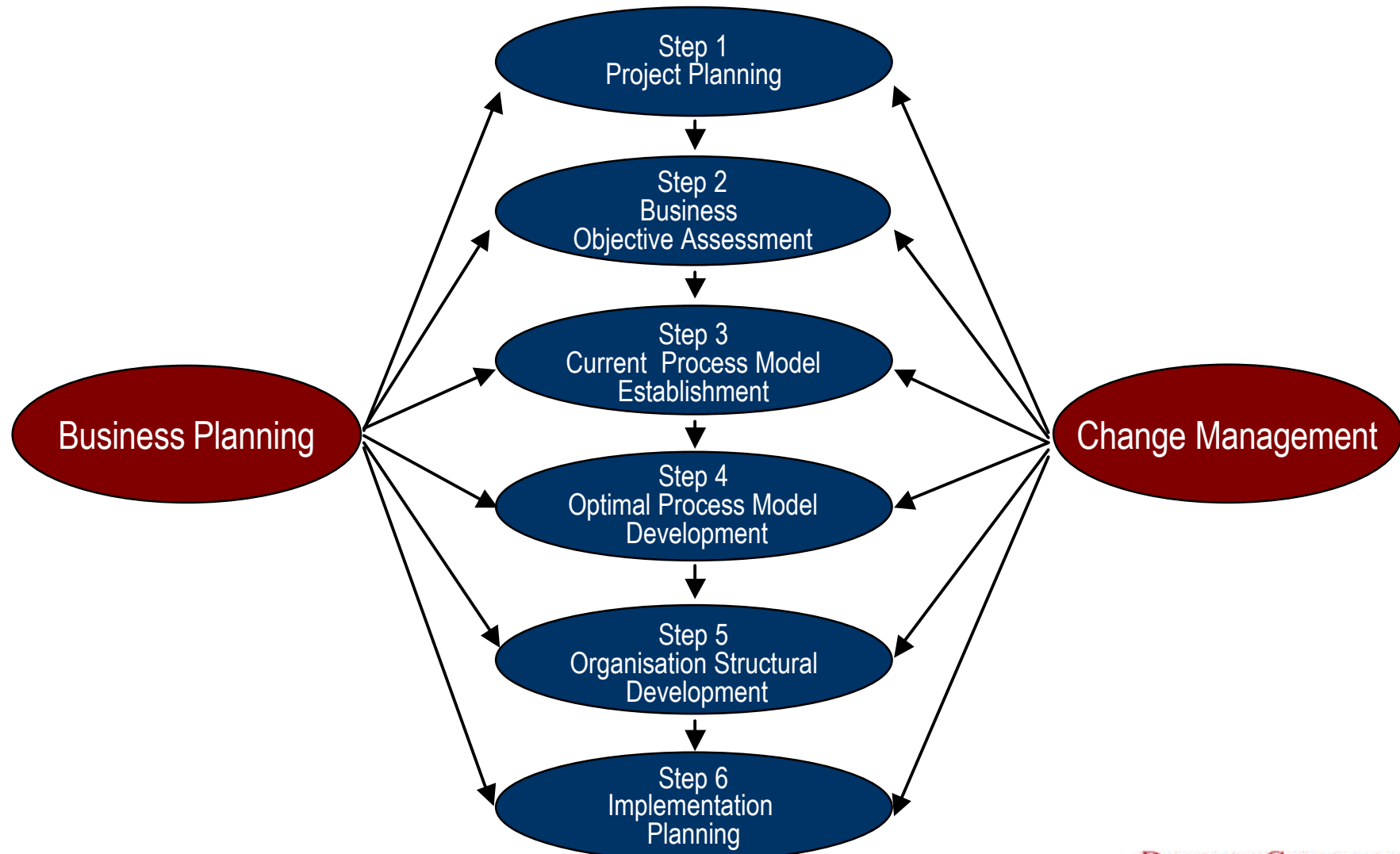


Approach to Business Process Redesign

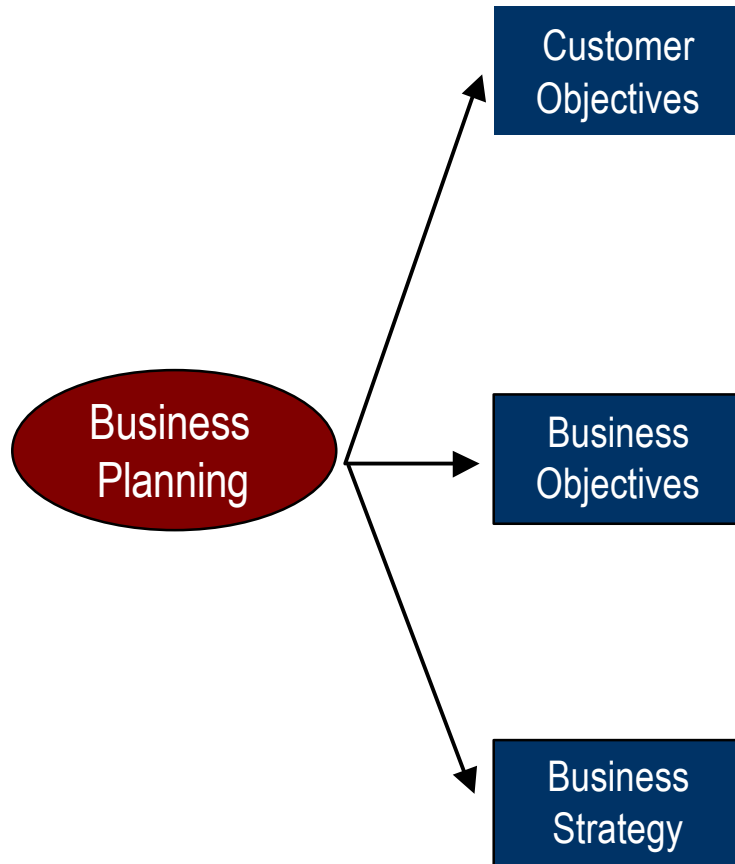
To achieve optimal benefit, processes must be aligned to all business dimensions



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Process Redesign must Factor in Business Plans



- Develop industry profile
- Classify customer types
- Determine customer locations
- Determine customer wants and needs
 - Product and service requirements
 - Service levels
- Document overall business purpose
 - Vision and Mission
 - Overall measurable objective(s)
- Determine Critical Success Factors (CSFs)
- Develop operational objectives

- Develop strategies
- Set targets
- Develop implementation action plans

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Step 1 Project Planning

- Establish project team
 - Internal membership
 - External membership
- Undertake methodology training
- Develop reporting and control mechanisms
 - Steering committee
 - Reporting milestones
- Develop internal publicity program
 - Communication program
 - Senior management involvement

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Step 2 Business Objective Assessment

- Assess corporate and business unit objectives
 - Business futures
 - Operational objectives
 - Critical success factors
 - Business issues
- Undertake stakeholder research
 - Customers
 - External
 - Internal
 - Suppliers
 - Other
- Determine implications of research
- Document requirements of processes
- Document structure imperatives

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Step 3 Current Process Model Establishment

- Develop current process model(s)
 - Company
 - Business unit
- Undertake dependency mapping
 - Products
 - Markets
 - Suppliers
- Establish process costs
- Assess current processes
 - effectiveness (achievement of process aim)
 - service level (time fill rate and other measures)
 - efficiency (cost)
- Document performance gaps of processes

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Step 4 Optimal Process Model Development

- Determine process dependencies
- Develop process improvement opportunities
- Workshop draft conclusions and processes with stakeholders
- Redesign processes
 - Macro
 - Micro
- Measure impact of redesigned processes
 - Achievement of process objective
 - Service levels
 - Costs
- Assess technology opportunities

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Step 5 Organisation Structure Development

- Establish alternative approaches to structure
- Assess centralised and decentralised options
- Test effectiveness and cost of alternative structures
- Define reporting structures
- Establish roles and accountabilities
- Develop measurable Key Performance Indicators (KPIs)

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Step 6 Implementation Planning

- Develop report on redesign options
- Assess risks and uncertainties
- Develop implementation plan
- Determine implementation costs
- Presentation of final report
- Implementation of preferred option

We have significant and practical experience in process redesign

Major Bank

- Review of internal procurement
- Savings 7% + cost of goods bought
- Operational efficiency
- Enhanced internal service levels

National Distributor

- Redesign of supply chain processes
- Assessment of technology application
- Implementation of benefits

Government Department

- Review of end to end processes
- Enhanced levels of service to all stakeholders
- Dramatic improvements in lead times identified

National Manufacturer

- Redesign of supply chain including infrastructure and processes
- Significant reductions in inventory and enhanced levels of customer service
- Additional opportunity to enhance revenues