

We made it  
easier for them  
to run their  
business.

- before -



- after -



This is how.



**Pétanque International**  
Clearly Better

---

## Case Study

Finding Inefficiencies to Cut Delays

 Visual Process

The company experienced long time delays in an investment and implementation process, which created unhappy customers. The problems stemmed from legacy systems, negative connotations, no process or system standardization, excessive paper handling, duplication due to lost documentation and improper filing, and lack of clarity on why, and which docs were critical for implementation process.

## *The Story*



As a first step, the aim was to reduce the time required to complete the process by finding the inefficiencies. As a second step, an improved process had to be developed. This is what the client wanted from the process improvement:

- delighted customers;
- efficient processes;
- quicker turnaround;
- reduced cost; and
- improved revenue.

## *Our Briefing*

Using Visual Strategy and Process methods, we workshopped with the team to develop a) a Strategy Board with a 5-year road map; b) business process maps in the current "as is" and the future "to be" versions; c) a list of identified management elements and scenario timelines; d) improved, leaner processes by applying the Eliminating Waste Model; e) various Action Lists that would drive the improvement changes. Change Management was sprinkled throughout.

*How Long Did It Take?*



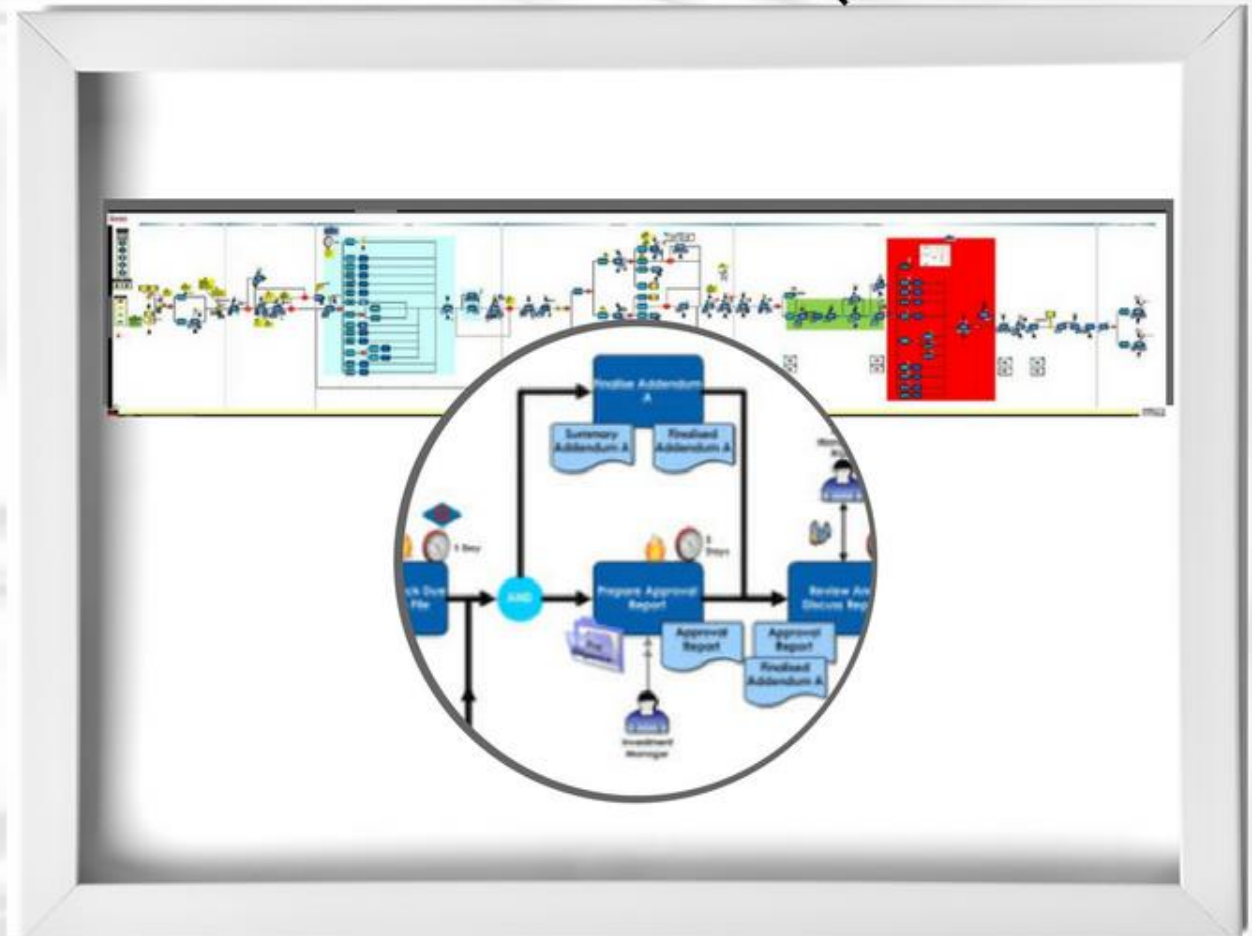
4 Days of On-Site Workshops

*What We Did*

*Who Was Involved?*

Senior Management  
with IT and Customer  
Support Teams

2 Visual Process  
Architects



# *The Resulting Visual Strategy Map*





The project moved the client **from** having **frustrated customers** and **poor performance** to having **cost savings**, **improved service delivery** and **significantly happier customers**.

*"There is a general negative perception about consultants, but you 'wowed' us with your business skills, tools and techniques as well as your professionalism in delivery...together we managed to identify ways to optimize and standardize our processes ensuring customer centricity."*

The end-to-end value chain was documented and we delivered improved processes with matching action lists and a road map detailing next actions. We also identified ways in which to standardize the processes, all with the customer in mind. The project was rolled out as an improvement initiative pilot to ensure quick wins. It was subsequently launched nationally, resulting in significant savings in the company's overall processing time.

*The Outcome*

*The Result Achieved*

# *Where are you at the moment?*

- poor customer satisfaction
- time delays in delivery
- uncertainty about actual processes being followed
- suspicion of duplication of tasks
- lost and misfiled documentation
- processes detracting from strategic goals
- deflated teams

**Tel + 27 21 974 6197**

[info@petanque-c.com](mailto:info@petanque-c.com)

[www.petanque-c.com](http://www.petanque-c.com)



---

*Give Us A Call*

Business can be complex.

Which could mean delays, resistance and lost opportunities as you sift through the complexity to get clear direction on how to reach your goals.

Our company uses award-winning visual tools and proven facilitating techniques to map out your strategies, processes and projects to save time, give focus and get your team on board.



**Pétanque International**

*Clearly Better*