



SkillSet - the SAP and training specialists since 1991

Customer Service Health Check

Process alignment and standardisation

The Challenge

A global agrochemical company had recently merged two customer service operations to form one central customer service and distribution centre in Central Europe. In order to maximise effectiveness and maintain customer focus it was important for the client to review their ways of working and look to align processes and procedures. SkillSet were asked to review the processes and put together an action plan for process alignment and standardisation.

SkillSet Approach

Initially we produced a documented scope and measures document, showing the scope of the work to be undertaken, the people to be involved, and the measures currently recorded for this area. It was then important to produce a document showing the available process documentation, training materials, work instructions, user guides, FAQs and evaluate where this information is held, whether it is up to date / accurate. The performance measures in place were also documented by SkillSet, with an evaluation of frequency, accuracy, time taken to record and relevance of the measures. We worked with the client to produce interview checklists for the stakeholders, documenting interview notes concentrating on people, process, technology issues that were identified and we made suggestions for improvement. SkillSet organised and ran a SAP OTC Review Workshop, the objective of this activity was to run a workshop with nominated Process Leads and other stakeholders to capture suggestions for improvement and gain agreement where possible. We developed an action plan with proposed people (capability), process, technology improvements that will improve the operations within the order management area.

Outcome

Our client was able to create a synergy within the customer service department and provide a high level understanding and overview of the standard processes that would be promoted throughout the organisation. This would help to streamline the processes and set the goals across the organisation.



Agrochemical Company

Value delivered

Identification of **development opportunities** within the organisation

Provide an **objective** overview of the current situation

Process alignment

Process optimisation

Identify **improvement opportunities** within the Customer Service Operation

Maximise the customer service potential

By integrating the business processes together an organisation will achieve optimum results that benefit both their business and their customers.

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