What is a Process & Procedure System?
It’s your operational roadmap
A **GOOD** system answers these key questions...

- What is the expected result?
- How do we get there? (How?) What are the “best practices”? (Nuances)
- Who does what when? (Accountability)
- What do we do if something goes wrong? (Contingencies)
- How can we improve?
Let’s look at some examples
Goal: Compliance, Standardized Training

After auditors identified weaknesses in the bank’s controls and a lack of clear procedures, we helped them create an easy-to-use “system” for New Accounts. Next up: Teller Operations and Lending.
Goal:
Reduce Backlogs, Improve Service

The IT support staff of a large non-profit organization was experiencing backlogs and getting complaints from end users. We helped them break down their process into a system of SOPs and set guidelines. This helped them streamline the process and ensure that change requests were always handled in a standardized manner.
Goal:
Reduce errors, decrease new-hire ramp up time.

After a national parts supplier experienced a sharp decline in their customer satisfaction rating due to transaction errors, their CEO became concerned. Due to fast growth, training became haphazard. Using our Zavanta software and method they were able to create a rock-solid “Customer Service System” for training new hires and that enabled them to standardize operations across store locations.
We help organizations design Process & Procedure systems that they can manage with, train from and that regulators LOVE.

Learn more: comprose.com

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