



**PROCESS  
IMPROVEMENT**

## Targeted improvement of processes

We make sure that your processes are continuously improved based on the measurements and project experience. Semi-annual reports explain where things could be improved. The reports form the basis for the implementation of a strategic development of the processes together with the customer.

The purpose of organization-wide process alignment is to plan, implement, and roll out organization-specific process improvements based on a thorough assessment of the current strengths and weaknesses of the organization's processes and process assets. The organization's processes include all processes used by the organization and its projects. Candidates for improvements to the organization's processes and process assets are drawn from a variety of sources, including process measurements, process implementation experience, process appraisal results, product and service evaluation results, customer satisfaction ratings, benchmarking results against other organizations' processes, and recommendations for other improvement initiatives within the organization.

### Services

- Assessment of the existing processes based on the available information.
- Concrete suggestions on how improvements can be achieved and unnecessary work omitted.
- Elaboration of investment topics including cost estimates for the implementation of the proposals.
- Holding a workshop to prioritize the investment topics.
- The results of the planning of investment topics are documented in a process improvement plan.
- Creation of a semi-annual status report to improve the current process assets in your organization.
- Monitoring and control of the implementation of the investment themes to be implemented.

### Your Benefits

- The use of the means to improve the process models is based on concrete process experiences and relevant measurements of your projects.
- Systematic improvements of existing process models enable a controlled evolution. They make process revolutions obsolete.
- The continuous improvement of processes avoids expensive trial and error based on fashion trends.
- The medium-term growing maturity in the processes makes the entire processes and procedures more secure and thus more predictable.

### Cost

- Fixed price per cycle including workshops and development of approx. 5 investment themes CHF 42'000
- The control and monitoring costs will be offered at a fixed price on request after estimation of effort or will be charged monthly as an expense.

## PEDCO Lifecycle Services

PEDCO Lifecycle Services support you in all aspects of assessment, creation or adoption of your existing development processes and their management. They serve to manage, create and continuously develop the processes offered to the customer.

### Lifecycle Services «in a nutshell»

- **Process Fitness Check:** With the Process Fitness Check, customers receive a review/assessment of their current process landscape at fixed costs. The check provides information about possible weaknesses or improvement possibilities.
- **Process Takeover Service:** Existing processes of a customer are taken over, revised if necessary and operated at least in the Basic Process Service. If required, the core members of an existing team can also be taken over. With such outsourcing, the loss of know-how is minimal and the training period is short.
- **Improvement Service:** Real experiences from projects are recorded as best practices and made available for all projects of a customer. This service also includes the corresponding request management for change requests.
- **Process development service:** Processes are developed completely new or based on existing standard models. These are then transferred to the Process Service and operated.
- **Process Workshop:** In a two-day workshop we discuss with customers their process landscape and also discuss/moderate the SWOT analysis.

