

Our Approach to Process Improvement

Companies face pressures to reduce costs and improve profitability while maintaining or improving customer service and service quality. Transforming an organization into a high performance enterprise requires the continuous analysis of operational detail. Improving business performance can be achieved through cost management, operational efficiencies and business process reengineering. Eagle Hill specializes in identifying and designing process improvements that help your organization reach and exceed your goals.

How Can You Achieve Success?

Defining clear objectives right at the beginning of a project.

The first key step in process improvement is to develop a clear understanding of the project goals and objectives. Eagle Hill starts with an analysis of the nature of the business process change or transformation, the scope of the transformation and identifies all the stakeholders. We also develop a comprehensive project plan, define the relevant project structure, and identify project advisors and/or key subject matter experts.

Designing a solution that supports the organization's objectives, goals, and overall strategy.

Once there is agreement on the goals of the project, Eagle Hill conducts a comprehensive review of the current state. We inventory and map all of the current processes and understand the existing organizational structure. We also conduct a thorough stakeholder analysis to understand all stakeholder expectations. After understanding the objectives and analyzing the current state, we can reengineer the business processes to create the desired capabilities and efficiencies and define the supporting future state organization and technology requirements. The final step in designing the solution is to conduct a thorough gap analysis between the current state and the future state design. The Eagle Hill team defines the necessary changes to achieve the future state including policy, process, people, and technology changes. We then define a priority-based implementation approach that is achievable with the available resources timelines.

Ensuring executive level buy-in and support.

Eagle Hill works with the management team and each key sponsor to understand the nuances of each organization. We then create the individual key sponsorship plans to reflect regional differences, potential challenges or barriers to change, and best practices learned from previous process improvement efforts. These plans establish role expectations and responsibilities and create a roadmap for key sponsors to foster buy-in among their employees.

Creating a seamless implementation plan.

Eagle Hill works closely with our clients to successfully implement the changes across the organization. We understand that a detailed approach to process improvement is necessary to ensure a smooth roll-out and long-term success. A successful implementation and transformation requires a detailed approach to managing the process and organizational changes. This includes detailed communication plans, piloting new processes, training staff, developing test and rollout plans, and designing continuous improvement loops that incorporate performance measurement and project management.

Why Eagle Hill?

"Eagle Hill performed in an outstanding manner on an extremely challenging assignment and maintained a "can do" attitude throughout the entire period of performance"

Deputy CIO

Large Federal Agency

Change Improvement Methodology:

Our proven methodology for streamlining processes and implementing change creates results and buy-in from internal and external stakeholders.

