

ProcessReady & ProcessImprove

On-Site Process Mapping Workshops

Clearworks delivers on-site process mapping workshops to help companies develop the processes and infrastructure required to support product launches and product lifecycles.

- Wondering whether your company is ready to support your new product?
- Are your customers satisfied with the current level of support you provide?
- Do you have buy-in from a cross functional team to support your new product?
- Are you ready to bill for your new product?
- Do the other departments know their role in supporting your new line of business?
- Will your current sales process work with your new product?

ProcessReady and ProcessImprove are process mapping services for companies that need to either establish a support infrastructure for a product launch or improve the support infrastructure for an existing product. Building and maintaining customer-focused and efficient support processes is key to long-term product success.

Clearworks facilitates a cross-functional workshop with your team to document the Quote to Cash* process for your product. For new products, we focus on what needs to get done to ensure a smooth launch. For existing products, we focus on the areas that can be changed to maximize customer satisfaction, improve efficiency, and reduce cost. Clearworks also offers companies help in developing business processes for new product innovation and product lifecycle.

* Quote to Cash covers the entire customer lifecycle: from preparing a quote, to providing the service, to collecting the cash from the customer.

“Clearworks' process mapping workshop contributed significantly to the development, planning, and implementation of our new line of business. Bringing the cross-functional team together in order to define the processes and identify challenges and issues was an invaluable investment. The Clearworks team's facilitation skills were excellent and enabled our team to develop a process that will serve as the basis for our business going forward!”

John Cowley

Director, CommScope Enterprise Solutions

ProcessReady

The ProcessReady workshop is designed for companies either launching a new product or business or launching an existing product to a new and different market.

OBJECTIVES & OUTCOME

- Assessing product cost and launch readiness
- Roadmap for effectively project managing the launch of a product
- Better project planning, with issues for resolution identified early-on
- Comprehensive documentation of processes to be used for a variety of purposes, including establishing organizational roles and responsibilities, writing policies and procedures, training, developing RFPs
- A more cohesive cross-functional team and improved internal communication

DELIVERABLES

- Facilitation of a two day on-site process mapping workshop
- Cross-functional process flowcharts for the "quote to cash" process
- Comprehensive report including the following:
 - Assumptions to be validated
 - Issues to be resolved
 - Additional tasks for completion
 - Recommendations

ProcessImprove

The ProcessImprove workshop is designed for companies that have already launched a product and processes, but are looking for areas of improvement or need to fix processes.

OBJECTIVES & OUTCOME

- Document the current state of product support
- Highlight ways to optimize processes
- Create an improvement plan
- Identify key improvement metrics
- Assemble and create a cohesive cross-functional team
- Gain the leverage necessary to tackle the more complex and costly changes

DELIVERABLES

- Facilitation of a two day on-site process mapping workshop
- Cross-functional process flowcharts for the "quote to cash" process, both existing and targeted
- Comprehensive report including the following:
 - Gap analysis between existing processes and optimized processes
 - Recommended improvements, both "quick hits" and longer-term
 - Outstanding issues for resolution
 - Key improvement metrics

“Clearworks conducted a series of new product focus groups for us. Based on that work, we hired them for another project and plan to use them until we get our series of products launched. The team's performance and results in their first project established credibility with the top management of our group and Clearworks is now considered a regular part of the team.”

Amy Huson

VP of Product Management, Volume Logic Group, Plantronics