

Solutions and Expertise Business Process Management



Solutions to: Drive Change
Mitigate Risk and
Achieve Process Excellence

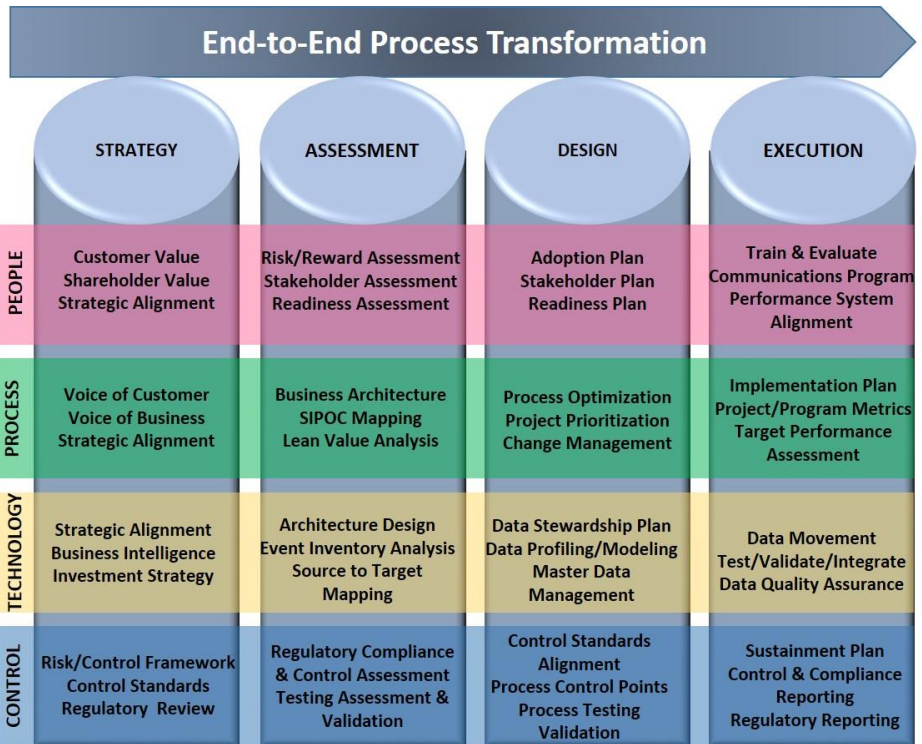
BUSINESS PROCESS MANAGEMENT SOLUTIONS

At BD CONSULTING GROUP, we know and understand the environmental pressures and challenges in the financial services industry. With over **three decades of hands-on industry experience**, we leverage process improvement and business operations expertise to develop targeted strategic and implementation solutions. We've worked in and across organizations like yours leading business operations and we have partnered with all business support functions to successfully implement **process improvement programs**. We have an end-to-end view of service organizations – the complexities and the nuances – and understand how the pieces need to fit together to achieve business success and process excellence.

Process Excellence

Today's business challenges require operational and service delivery excellence and control of all business processes. The BD Consulting Team has been advising and assisting some of the largest financial services institutions by providing:

- **Business process reengineering** best practices ensuring high-quality results
- **Full-service implementation** capability to handle any business, process or technical change, no matter how large or complex
- End-to-end process review and designs that address **people, process, technology and control**
- Disciplined **Lean and Six Sigma** and other process improvement methodologies



“**End-to-End Process Excellence does not start in the middle.**”

Bob DeLeeuw

Contact us to see how **BDCG**
can make a real difference in your business transformation

EXPERIENCE

Broad and deep industry experience comes from decades of business and project success

KNOWLEDGE

Skilled consultants with line of business knowledge that engages clients quickly and produces results

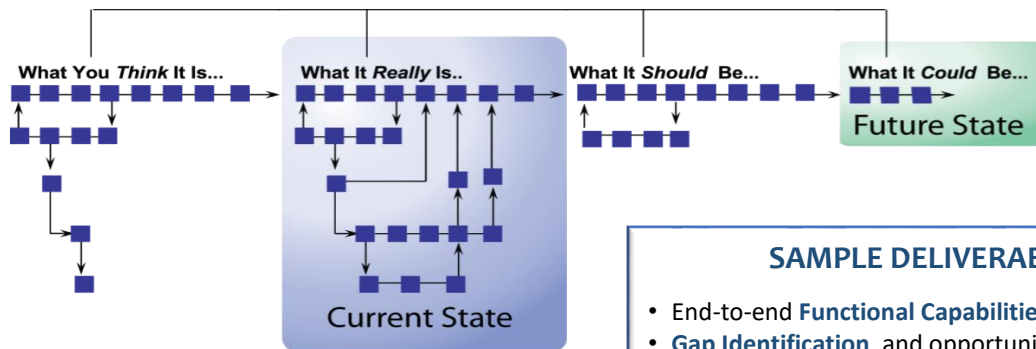
PERSPECTIVE

Industry “best practices” perspective developed during 100s of successful implementations

PROCESS Expertise

BDCG Consultants are experienced and certified in various process improvement methodologies. For more than 30 years, BDCG has been providing expertise in:

- **End-to-end process engineering expertise** in all financial services areas
- Process and organizational **mapping, analysis, design and implementation** experience
- Focus on **service and control/governance** improvement and **expense reduction** objectives
- Expertise in process engineering **toolsets and methodologies**
- Experienced, certified **Lean and Six Sigma professionals** with functional expertise in the financial services industry
- **Knowledge-transfer and coaching** from the top-down, **customized training** programs specifically designed for the financial services industry



BD Consulting Group leverages decades of experience to provide :

- Industry professionals with extensive **process management and business/operations experience**
- Management **programs and solutions** to improve processes, tighten business controls and enhance operational results
- Process **assessment, development, mapping and improvement implementation**
- **Tools and practices** to enhance organization-wide processes, improve customer service and meet or exceed financial goals

SAMPLE DELIVERABLES

- End-to-end **Functional Capabilities Mapping**
- **Gap Identification** and opportunities to improve efficiency and utilization
- **Target State Model**
- Process Optimization **Implementation Plan**
- **Projects aligned** with Integration/Implementation program goals
- **Future state metrics**, Voice of the Business metrics and Voice of the Customer metrics with designed dashboards
- **Quick hits**, and prioritized project selection
- **Project charters** and **business cases** for approved projects
- **Stakeholder ownership** and accountability plan for process optimization success
- **Knowledge-transfer** to sustain continuous process improvement