

JUNE 2025

Business Process Review

BUILD A MORE EFFECTIVE AND
PROFITABLE BUSINESS

By

NATHAN WISNIEWSKI

Founder & Solutions Consultant



NW ERP

OPTIMISING BUSINESS,
MAXIMISING POTENTIAL



Content

<u>MAPPING CURRENT PROCESSES</u>	02
<u>IDENTIFYING PAIN POINTS</u>	03
<u>ENGAGING STAKEHOLDERS</u>	04
<u>ANALYSING GAPS AND OPPORTUNITIES</u>	05
<u>RECOMMENDING IMPROVEMENTS</u>	06
<u>ALIGNING WITH BUSINESS GOALS</u>	07
<u>PRICING</u>	08
<u>CONTACT</u>	09

Mapping Current Processes

Documenting how tasks, decisions, and information flow through the business.

- Define the Scope: Which process you're mapping, where it begins and ends, and why you're mapping it
- Validate with Stakeholders, are the steps accurate? Is anything missing? Does it reflect reality, not just theory?
- Choose a Mapping Format: Flowcharts (most common – easy to understand)
- Identify the Key Steps: Inputs, Tasks, Decisions, and Outputs



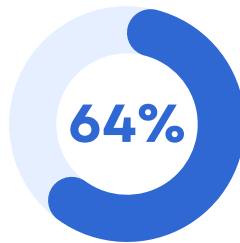
Identifying Pain Points

Finding inefficiencies, bottlenecks, duplication, manual work, or errors.

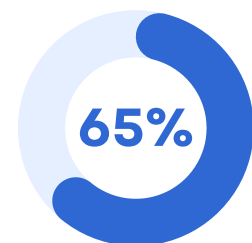
- What frustrates you most?
- What slows you down?
- Where do mistakes often happen?
- What do customers complain about?



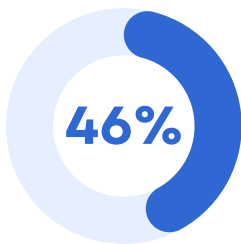
**60% EXPECT BETTER
INTEGRATION INTO THEIR
WORKFLOWS**



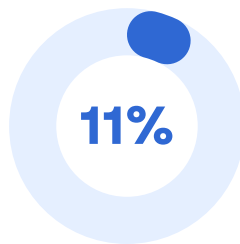
**64% WANT MORE USER-
FRIENDLY PLATFORM**



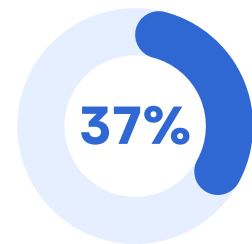
**65% OF DISSATISFIED
EMPLOYEES SAY
OUTDATED SOFTWARE
REDUCES PRODUCTIVITY**



**46% FEEL THEIR
EMPLOYERS LAG IN
ADOPTING MODERN
WORKPLACE TECH**



**11% SAY INADEQUATE TECH
MAKES THEM WANT TO
LEAVE THEIR JOB**



**37% OF UK EMPLOYEES DO
DOUBLE WORK DUE TO
LACK OF SOFTWARE
INTEGRATION**

Engaging Stakeholders

Talking to people involved in the processes frontline staff, managers, IT, etc, to gather insight and context.

Why We Do This:

- They use or are impacted by the processes daily
- Provide first-hand insight into what works and what doesn't
- Help uncover hidden pain points and inefficiencies
- Ensure changes are realistic and grounded in day-to-day operations
- Avoid resistance by involving people early in the process

Key Benefits:

- **Improved Insight:** Uncover real issues, workarounds, and inefficiencies
- **Increased Buy-In:** People support what they help create
- **Better Solutions:** Feedback ensures practical, workable process changes
- **Cross-Team Alignment:** Break down silos and create shared ownership
- **Stronger Change Management:** Reduces resistance and supports smoother adoption



Analysing Gaps and Opportunities

Identifying processes that could be automated, simplified, or improved. 7 things to keep in mind:

- **Identify Root Causes of Inefficiency:** Reveals where time, money, or resources are being wasted.
- **Uncover Missed Opportunities:** Find areas where automation, simplification, or tech upgrades can improve performance.
- **Support Strategic Decision-Making:** Enables informed choices about where to invest, streamline, or restructure
- **Reduce Risk:** Spot gaps that could lead to compliance issues, delays, or service failures.
- **Improve Customer & Staff Experience:** Fixes pain points that frustrate users and stakeholders.
- **Drive Innovation:** Opens the door to reimagining how things could be done better, not just faster.
- **Support Measurable Improvements:** Makes it easier to define KPIs and track success after changes are made.

EXAMPLE

PROCESS	WEAKNESS	OPPORTUNITY	THREATS
<ul style="list-style-type: none">• Customer Order Fulfilment . Taking orders via email and passing them manually to production.	<ul style="list-style-type: none">• Orders are frequently miscommunicated due to manual entry• Production often starts with incomplete information• Delivery is delayed because job sheets must be rechecked	<ul style="list-style-type: none">• Implement a centralised digital order system integrated with production planning	<ul style="list-style-type: none">• Staff may resist learning the new system• Cost of software and training may be a short-term burden• Integration with existing stock management tools may require IT development

Recommending Improvements

Proposing changes such as streamlining steps, adopting new tools, redefining roles, or digitising manual tasks.

When recommending improvements, it's important to evaluate & Compare Options by the following:

- **Cost**
- **Time to implement**
- **Expected benefits (ROI)**
- **Risks & dependencies**
- **Ease of adoption**

COST	TIME TO IMPLEMENT
Cost determines whether an improvement is financially viable. It includes not just the upfront investment (e.g. software, training, consultants) but also hidden costs like downtime or retraining.	Time is a resource, long implementation periods can disrupt operations or delay benefits. Quick wins can build momentum, while longer changes may need phased planning.
EXPECTED BENEFITS (ROI)	RISKS & DEPENDENCIES
Improvements must deliver measurable value — whether through cost savings, time saved, error reduction, or improved customer experience.	Even good ideas can fail if the risks aren't managed. This includes technical limitations, resistance to change, reliance on third parties, or legal/compliance concerns.
EASE OF ADOPTION	CONCLUSION
Even the best solution will fail if it's too hard to use or understand. Staff must be able and willing to adopt the change with adequate support and training.	When recommending improvements as part of a Business Process Review, it's not just about identifying what could change — it's about choosing what should change based on a balanced, strategic assessment.

Aligning with Business Goals

Ensuring processes support the overall strategy, whether that's scaling, cutting costs, improving service, or complying with regulations.



CLARIFY STRATEGIC OBJECTIVES

We ensure the Business Process Review is directly linked to high-level business goals such as growth, operational efficiency, customer satisfaction, or digital transformation.

Why it matters: Keeps the review focused on what truly drives success.



PRIORITISE HIGH-IMPACT PROCESSES

We target the processes that have the greatest influence on profitability, customer experience, compliance, and operational performance. **Why it matters:** Ensures improvements deliver meaningful, trackable results.



ENGAGE SENIOR STAKEHOLDERS

We involve senior stakeholders early to align the Business Process Review with their strategic vision and to secure their buy-in. **Why it matters:** Helps secure support, budget, and sustained commitment.



DEFINE SUCCESS METRICS

We clearly define what success looks like for example, reducing order processing time by 25% and link proposed process improvements to business-level KPIs. **Why it matters:** Proves the value of changes and supports continuous improvement.

Pricing

FOUNDATION REVIEW

Ideal for: Small businesses or single-department reviews

£1500

What You Get:

- 60–90 min discovery session
- Review of 1–2 core processes
- Stakeholder interviews (up to 3 people)
- 1 day site visit
- Gap analysis summary
- 3–5 improvement recommendations
- Executive summary report

STANDARD REVIEW

Ideal for: Small businesses or single-department reviews

£3000

What You Get:

- Full discovery workshop
- Process mapping (up to 5 processes)
- Interviews across departments (up to 6 stakeholders)
- 2 day site visit
- Identification of pain points, bottlenecks & risks
- Improvement roadmap with prioritisation
- Presentation of findings and recommendations

ADVANCED / ENTERPRISE REVIEW

Ideal for: Larger businesses, multi-site operations, or businesses preparing for ERP/tech transformation

£8000

What You Get:

- On-site and virtual workshops (1–3 days total)
- End-to-end process review (up to 10 key workflows)
- Cross-functional stakeholder interviews (10+ people)
- Tech stack & systems assessment
- Gap-to-goal alignment with business strategy
- Risk assessment, change readiness scoring
- Customised implementation roadmap
- Executive presentation & detailed report pack

BESPOKE

We understand that no two businesses are the same. Our bespoke Business Process Review is tailored to your specific goals, challenges, and operational landscape.

POA

This option allows for: Flexible scope, Custom stakeholder engagement, Deep-dive diagnostics, Fully tailored recommendations and Optional ongoing support

Reach Out To Us



SHEFFIELD. UK



NATHAN@NWERP.CO.UK



WWW.NWERP.CO.UK



07305915122