

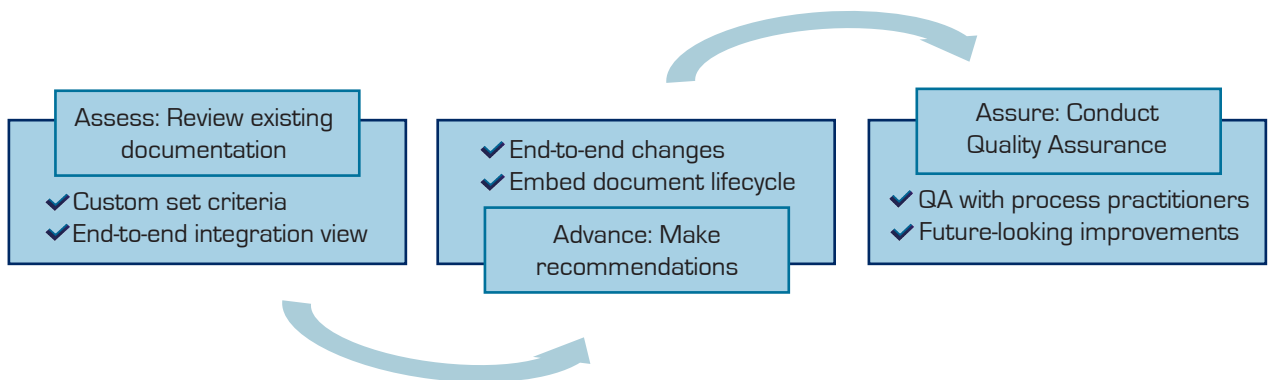
Client Profile

- Our client was a growing services organisation, looking to raise the standard of its documentation across all business and IT processes.

Challenges

- The organisation was preparing for an upcoming audit and external due diligence, and looking to gain the agility to respond to any upcoming business changes.
- The organisation had a lot of documentation in place, but it was often out of date, inconsistent, disintegrated, and poor quality.
- A decision was made to fully document the current business and IT processes and introduce a quality assurance review of the business process documentation

cibsys Approach



- Our team worked closely with the stakeholders to raise levels of documentation completeness. We conducted ~25 QA sessions with relevant project and business stakeholders.
- We embedded a document lifecycle approach for ongoing quality assurance. Each process was assigned a dedicated Process Owner, Process Librarian, and Process Practitioner. We also defined the stages that documents undergo from draft to sign-off and implemented consistent versioning practices. We also conducted training of the teams.
- We then went on to identify opportunities for process improvement including change management, problem management, exception handling and escalation procedures.

Key Results

- Raised levels of document completeness by **over 95% across more than 2000 processes**.
- Raised the degree of integration between processes **by 45%**.
- Successfully **transitioned the document lifecycle** approach into the upcoming release to ensure that current and new projects apply version control and quality process to keep documentation up to date.
- Ensured **audit readiness** across all reviewed processes.

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