



BUSINESS PROCESS ENGINEERING SERVICES

Our Business Process Engineering consultants are passionate about increasing the effectiveness of our clients' core processes. SOLUTE's methodology incorporates aspects of Information and Knowledge Management, Lean Six Sigma, and Earned Value Management to provide your organization with an Enterprise Process Management solution -- Strategy and Objectives to meet your organizational Goals.

Business Process Engineering Capabilities:

- Information Management implementation plans
- Enterprise-wide Knowledge Management Strategy
- Lean Six Sigma Process Improvement
- Enterprise Process Management

Information and Knowledge Management

Superior Information Management and Knowledge Management give you a competitive advantage. Whether a military organization needs to deliver accurate, relevant, and timely information to the Commander, or a corporation needs to leverage intellectual capital to deliver world class products or services, actionable information to the right person at the right time generates decision superiority. SOLUTE's Information and Knowledge Management methodology helps organizations to "know what they know" – and share that knowledge throughout the enterprise.

SOLUTE's IM and KM methodology focuses on the people, processes, and culture of an organization. In order to successfully integrate Information and Knowledge Management, SOLUTE implements a methodology to understand the business processes of how information flows become actionable and are used to make decisions within the organization. While technology facilitates knowledge sharing and enables real-time collaboration, an organizational management culture that values and encourages knowledge sharing is the key to success in Knowledge Management organizations.

There are no general solutions to Information and Knowledge Management challenges, nor can efficiency be maximized in either field without attention to the other. SOLUTE's integrated approach tailors a cohesive information management plan and a robust knowledge management strategy that will support your objectives now and into the future. Our consultants will research the business processes of your organization, determine how your information flows become actionable, and lead your team to decision superiority.

On-demand access to managed knowledge can empower the members of any organization. At SOLUTE, we prove every day that a corporate culture which values and encourages knowledge sharing is the final key to IM and KM success.

SOLUTE provides the following IM and KM services:

- SOLUTE has implemented a proven methodology of Knowledge Management, including "After Action Reviews" and "Retrospects" to capture the knowledge and processes and to identify Lessons Learned and Best Practices.
 - Facilitated Working Groups training
 - Develop Knowledge Management strategies to meet organizational requirements and objectives
 - Subject Matter Expertise on IM and KM in Network Centric Environments
 - Information Management plans, and experience with collaborative tools to support business processes

- SOLUTE has developed an Information Mapping process, to determine an organization's information flows and knowledge gaps, and target areas for process improvement for Carrier Strike Group staffs.
 - Identification of internal and external experts across the enterprise, and development of "white pages"
 - Documentation of developed command, control, and communication business rules
 - Mentoring and training on improving information flow and processes
 - Net-Centric IM and KM Courses of Instruction

Lean Six Sigma

SOLUTE practices the Lean Six Sigma methodology to anticipate and exceed our clients' expectations. Solute also offers Lean Six Sigma consulting services to our customers to assist them in improving their own business processes. Lean Six Sigma is a customer-focused, data-driven quality strategy. It is a rigorous and systematic methodology that utilizes collected information and statistical analysis to measure and improve a company's operational performance, practices, systems, and processes. The Six Sigma Steps (DMAIC):

- **Define** - the Customer, their Critical to Quality (CTQ) issues, and the Core Business Process involved
- **Measure** - the performance of the Core Business Process involved
- **Analyze** - the data collected and process map to determine root causes of defects and opportunities for improvement
- **Improve** - the target process by designing innovative solutions to correct and prevent problems
- **Control** - the improvements to maintain the new Business Process

SOLUTE's Lean Six Sigma Philosophy is:

- Make customer-focused, data-driven decisions.
- Reduce variation and waste in current business processes.
- Yield vast improvements in Product Quality, Customer Satisfaction, Employee Morale, and Profits.

Enterprise Process Management

SOLUTE's integrated Business Process Engineering methodology incorporates all aspects of your organization's culture, your core processes, and goals, allowing Commanders and Business Unit Leaders to develop, implement, and manage business processes throughout the organization. Powerful solutions generate global success. Experience "The Power of Solutions" with SOLUTE.