About Booz Allen
Booz Allen Hamilton has been at the forefront of strategy and technology consulting for nearly a century. Providing a broad range of services in strategy and organization, technology, operations, and analytics, Booz Allen is committed to delivering results that endure.

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Business Process Reengineering (BPR)/Process Centralization

For many organizations, business processes are ineffective and inefficient because they are ridden with duplicative and manual activities. Other organizations could benefit from developing standard operating procedures (SOPs), but formalizing or updating current procedures is time consuming and not considered mission critical.

Booz Allen Can Help You Be Ready For What’s Next
Booz Allen Hamilton, a leading strategy and technology consulting firm, developed the BPR/Process Centralization methodology to help clients achieve more effective and efficient processes that are then centralized on a web-based tool called ProcessQuik. Our methodology analyzes processes, identifies opportunities for improvement, applies industry best practices, and constructs new paradigms for process performance. Processes can be easily maintained and updated online by authorized users through a secure content management system. The BPR/Process Centralization methodology adds value to organizations by:

- Creating uniform SOPs or processes to employ a consistent way of doing business
- Improving process performance
- Ensuring that process changes are vetted across the organization
- Providing a mechanism for continuous process improvement, encouraging buy-in from key stakeholders, and eliminating the need to update paper-based processes
- Allowing staff to focus on value-added activities by providing a central repository for reference materials, policies, regulations, and forms related to each business process
- Providing a standardized method of training staff that ensures individuals receive consistent information

The ProcessQuik tool can benefit any organization seeking efficiency and organization-wide adherence to business processes and policies. The tool achieves this efficiency by providing a uniform, user-friendly reference, accessible to all designated users in the organization.

Ready for what’s next. www.boozallen.com
Our Services and Approach

Booz Allen’s BPR/Process Centralization methodology merges two distinct skill sets—BPR and information technology (IT)—to offer clients a robust software solution and central repository for their processes or SOPs. The methodology also emphasizes the importance of continuous process improvement, change management, and communications activities throughout the lifecycle of the initiative. Booz Allen’s BPR/Process Centralization experts have experience seamlessly executing the approach illustrated in the figure and described below. The ProcessQuik application is built on MOSS 2007 with SQL Server 2005 in the backend. The custom web parts are developed in C#.net.

The methodology unfolds in four phases:

- **Phase I: Discovery.** Booz Allen BPR experts work with the client to identify the processes to be reengineered. Our IT experts and customer stakeholders review the standard System Requirements Specifications (SRS) and assess the current technical infrastructure for ProcessQuik’s deployment to the production environment.

- **Phase II: As-Is Baseline Analysis.** Booz Allen BPR experts review all existing documentation, conduct interviews with subject matter experts (SMEs), and document the current environment using a process mapping software, such as Visio 2007 or iGrafx. Current processes are assessed for how they operate, who performs each step, and what systems are used. Our IT experts work with the client to choose font, color, and layout schemes available from the standard ProcessQuik package.

- **Phase III: To-Be Process Baseline Analysis.** Our BPR experts leverage assessments of the as-is processes and conduct focus groups with SMEs to develop standardized to-be processes. This phase encourages using innovation to create streamlined processes to reduce overall inefficiencies.

- **Phase IV: Implementation.** Once the to-be process analysis is done, Booz Allen’s BPR experts conduct focus groups to review, discuss, and gather feedback on the standardized processes. Our IT experts build the standard client-specific ProcessQuik software, conduct testing, and deploy ProcessQuik to the selected production environment. The final user-friendly site contains standardized processes, including narrative descriptions, interactive process maps, process dictionaries, references, regulations, policies, and forms for each process. All users will be trained to access and leverage ProcessQuik using client-specific training materials. A Change Control Board (CCB) is implemented to ensure configuration management and to facilitate continuous process improvement.

Booz Allen Client Success Story

**Commander, Navy Reserve Force (CNRF).** The command turned to Booz Allen when it needed to standardize and centralize core operational and financial SOPs to protect against significant organizational knowledge loss and to prepare for downstream operating environment transformation. Booz Allen applied the BPR/Process Centralization methodology, integrating BPR efforts with SharePoint-based ProcessQuik to strategically organize SOPs within a single web process repository. SOP data—including all relevant references required for process execution—was not only captured at an expansive, organizational level of detail, but also at a deeper level of detail into desk guides called QuikGuides. These guides provide step-by-step instructions, screen shots, and call-out boxes to guide employees through proper execution of specific tasks. Booz Allen continues to work with CNRF to standardize and document core business processes and to date has documented more than 100 SOPs and created more than 50 QuikGuides. CNRF leadership consistently recognizes Booz Allen’s ProcessQuik as an invaluable vehicle for constant process and training improvement and for its broader impact on risk reduction and increased organizational efficiency.

Whether you’re managing today’s issues or looking beyond the horizon, count on us to help you be ready for what’s next.