

Process optimization



Process mapping and process manual for one of the Big-Four accounting firms



Client	Requirements	Approach	Result
<ul style="list-style-type: none"> The client was one of the Big Four accounting firms, division Finance and Accounting which is responsible for Germany This division is in charge of all processes regarding finance, SAP, legal reporting, and accounts payable and receivable bookkeeping for the accounting firm 	<ul style="list-style-type: none"> For the first time, all the main processes of this department should be identified and documented as a whole The process documentation should consist of a visualized process workflow and be supported by written process descriptions All of the identified processes should be transferred into a process manual 	<ul style="list-style-type: none"> Through interviews with the Persons in Charge for the processes and other employees, as well as including existing documents, process operations are assessed and documented in writing The process workflow is to be visualized in BPMN-standard using MS Visio. The process description is to be written in Microsoft Office Word 	<ul style="list-style-type: none"> 84 process descriptions for all relevant processes with intuitive visualization Summary of the processes in a process manual as an overview Publication of all the results on an in-house SharePoint page

