



# ONE DAY TO SET THE COURSE FOR THE NEXT 90

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**The people who  
write the plan don't  
fight the plan.”**

**JILL FORBES**

The Process Triage® Method is a proven methodology that connects business leaders with front-line employees to gain insights into the company's internal processes. By engaging those closest to day-to-day operations, Process Triage identifies limitations in existing systems and helps you develop a clear, actionable plan for improvement.

## TESTIMONIALS

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I've never seen my team come together to solve so many problems in a single day. We all know exactly what to do next!”

“

Seeing how each piece drives the next and how 'pains' affect customers vs. employees has made everyone feel so connected now.”

“

It's incredible to build our process map and have an open dialog without executive management taking part.”

## Why Process Triage®?

- ✓ Identify pain points to improve customer satisfaction and employee productivity
- ✓ Reduce errors, ensure compliance, and streamline processes to increase profit and capacity
- ✓ Use as a starting point for planning your Artificial Intelligence (AI) strategy
- ✓ Provide structure to Discovery work, project planning and prioritization
- ✓ Identify gaps in skills and resources to inform recruitment, training, and change management
- ✓ Use as an on-boarding tool for new leaders



# The Process Triage<sup>®</sup> **DIFFERENCE**

- ✓ Engages front-line employees who have a deep understanding of business processes
- ✓ Led by certified facilitators, either internal or external
- ✓ Proprietary workshop methodology guides employees through comprehensive workflow mapping
- ✓ Enables leaders to discern, diagnose, and strategize around bottlenecks, weaknesses, and waste
- ✓ Used in thousands of workshops, resulting in 400,000+ solutions for 400+ customers

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**Eighty-five percent of the reasons for failure are deficiencies in the systems and process rather than the employee. The role of management is to change the process rather than badgering individuals to do better.”**

| W. EDWARDS DEMING



## **Become a Certified Process Triage<sup>®</sup> Facilitator**

Bring teams together to facilitate incredible experiences and help businesses scale. Learn how to guide leaders in breaking down and understanding their business processes from start to finish.

Let's Fix Your Process & Build A Better Business.  
**Contact us today!**

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ProcessTriage<sup>®</sup>