

The operations of the Inex Group are focused on developing product selections, sourcing and logistics services for the grocery trade sector and logistics services for specialty products trade. Inex Partners Plc, the parent company, is in charge of the business operations that serve retail chains and is responsible for Group management and Intra-Group services.

Comprehension Creates Commitment - Inex Partners Invests in Process Understanding and Raises the Bottom Line with the Help of QPR ProcessGuide

CUSTOMER CASE:



"We needed some 300 working days per year only to describe the processes. With QPR ProcessGuide we can prime people on their duties and point the critical factors in their forthcoming processes. This is fast and easy as all processes are "stored" up-to-date in one place. QPR ProcessGuide helps us to control and coordinate the process development as well."
Katja Lehtola, Development Manager.

Inex Partners uses QPR ProcessGuide in linking processes between different departments and making its personnel to understand the process chains and critical process steps. Inex Partners communicates the business processes to the personnel easily, on time and constantly. Outdated process slides are history and Inex Partners enjoys remarkable time savings resulting from efficient processes, faster and easier development projects and from committed people. Comprehension creates commitment, which shows in the bottom line.

From PowerPoint slides to state-of-the art process management system

The target was to find a solution, which has all the processes conveniently available, easily up-to-date and enables efficient distribution to personnel. Before finding QPR ProcessGuide, Inex Partners had some 25 process descriptions drawn in 7500 PowerPoint slides. The process descriptions were difficult to find and thereby the descriptions were not in constant use. Most of the work instructions were outdated, targets were missing and Customer-Supplier interfaces were not described.

Working frame built by piloting

Inex Partners started their process improvement project by piloting. The target was to define and to understand the situation of the time and create the framework and working rules.

"A team of seven started the pilot project. Now we have an updating project going on and a team of ten is responsible of it. Co-ordination group is in charge of the implementation. In the end of this project we will have 1000+ users and the project will be ready by the end of 2003.", says Katja Lehtola.

Cost savings by understanding the interfaces between departments

Before implementing QPR ProcessGuide, Inex Partners had separate process descriptions in each department.

"It was quite common that the existing processes were described again ... and again. Now we can avoid doing double work, since the processes are in one place and the personnel can see the linkages between divisional processes. By understanding the linkages we can make significant cost savings, because inconsideration can cause enormous workloads in other departments.

We can also copy the processes from one department to another as the processes are very similar regardless of the department. This helps our personnel to understand the whole flow simultaneously and the learning curve makes a sharp rise" " - says Katja Lehtola.

Faster and easier development projects

Inex Partners does continuous development work. According to K. Lehtola, the development work becomes faster because the current situation is known constantly.

"We can start our improvement projects immediately as we do not need to spend time on defining the current situation. In each project, this is one step less and an advantage. The quality of the projects is better and we make significant time savings as we have some 15 projects per year." – says Katja Lehtola with content.

Choosing the correct third party service provider with the help of QPR ProcessGuide

Inex Partners purchases many services from external suppliers. In order to secure smooth and continuous operations, the service provider needs to understand the processes in which they will be involved. Especially understanding of the critical points is crucial. QPR ProcessGuide helps Inex Partners to show these critical points and requirements to third parties. The process descriptions are attached to the requests for quotations and to agreements. By understanding the processes, third parties do not make any unnecessary changes (i.e. change the packaging material needlessly) to their physical delivery ways and therefore Inex Partners makes savings as a result of unbroken operations.

Motivation shows in improved results

Inex Partners carries out a work satisfaction survey once a year. The survey results from the times both before and after implementing QPR ProcessGuide will be compared. Inex Partners is expecting to see higher motivation, which shows in greater efficiency and improved results.

Start after half days training

By the time of evaluating software vendors, Inex Partners considered also ARIS, but it was discovered to be too heavy. QPR ProcessGuide was chosen due to its fast implementation and easiness of use.

"We did not have time or will to send people on a two-day training only to be able to start using ARIS. With QPR ProcessGuide, people can get started only after half a day's training. "Re-using" is also easy. In some of the cases, D-client is used a couple of times in a year to make changes to the process. One can easily make the required change without having to take any run-through courses before "re-using" QPR ProcessGuide. We find this very valuable" – says Katja Lehtola.

Expanding to financial administration and management

Inex Partners have now all the main processes described. All work instructions will be available and distributed to the whole Inex Partners Concern. Meira Nova, the subsidiary of Inex Partners is planning to start using QPR ProcessGuide. They are also considering using QPR ProcessGuide in describing their internal financial administration and management processes.