

THE ULTIMATE GUIDE TO DIGITAL TRANSFORMATION

ALL YOU NEED TO KNOW TO
DIGITALIZE YOUR BUSINESS AND
BOOST PRODUCTIVITY

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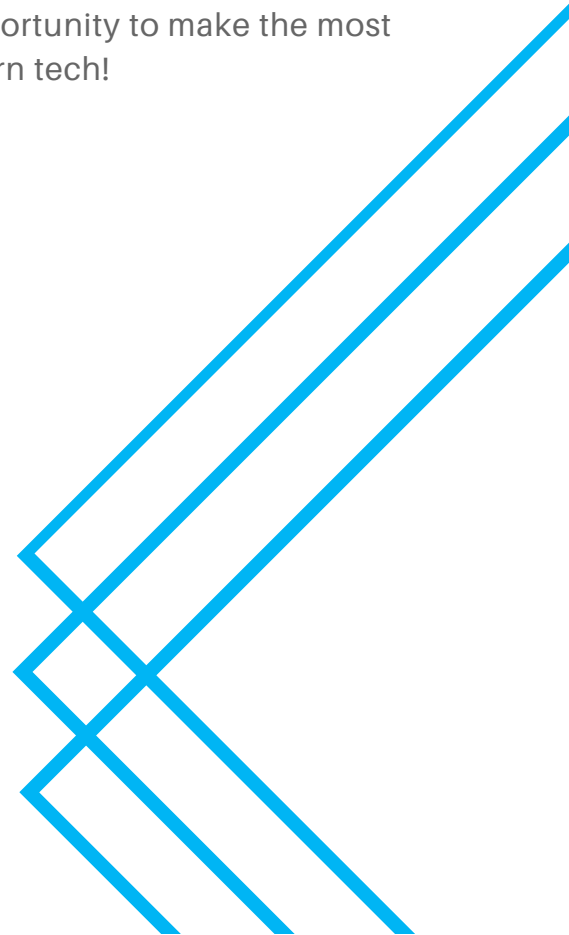
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Scope

Reimagine how you get work done and create tangible value for your business by optimizing your processes.

Digital transformation is so much more than just technology- it's about taking a step back and revisiting how you get work done. It's about being agile and streamlining the process optimization to create tangible value for your business. With digital transformation, companies can explore opportunities to drive digital disruption, increase customer engagement and build efficiency and agility into their processes. The digital revolution has come about in large part because of the changing landscape of technology, giving us the ability to do more in less time - so why not take advantage of that?

Digital transformation isn't something to be scared of; instead, it's an exciting opportunity to make the most out of modern tech!



The big picture

Gaining a holistic view of the processes to be digitalized



Assess your current achievements and set vibrant goals for future performance

Achieving performance goals can be a difficult task. However, understanding your current performance and what performance you would like to achieve is the first step to success. Setting out clear objectives and performance indicators (KPIs) for yourself can help you better understand where you are and where you want to be. Understanding your performance allows for more meaningful comparisons between current and desired results. Deliberately tracking performance also allows one to assess progress against their goals over time and identify any areas that may require further focus or improvement.



Gain a crystal-clear vision of your process and the job to be done

Mapping your process is a great way to break down every step and clearly understand how things work from beginning to end. SIPOC diagrams are valuable tools for this work, as they help you identify the inputs and outputs for each portion of the process. It can be daunting to take on the challenge of mapping out a complex system, but the investment in time will pay off when more efficient processes are in place. Ultimately, we can all benefit from having an accurate view of how our processes actually function.

The desired state

Set the vision and develop an action plan



Look at your process from different angles to identify fail points and their root causes

Understanding processes from different angles is an essential part of managing them efficiently. There are plenty of tools for taking a comprehensive look at any process to ensure that all stakeholders have an appropriate perception of it. This step is essential to identify fail points in existing processes and discern their underlying causes so that corrective action can be taken. Keeping up with changes in expectations, procedures, and technology keeps processes running as they should.



Identify corrective actions to overcome fail points

Generating ideas to overcome fail points along the people, processes, technology, and information (PPTI) dimensions is vital to define sound corrective actions. By taking a holistic view of the system as a whole and identifying areas requiring improvement, it will be possible to map out how changes in one area could affect other departments within the business. To ensure the successful application of corrective measures and improved efficiency, a review of fail points should be conducted regularly with stakeholders from all business areas engaged. When improvement plans are implemented correctly, these fail points can be addressed for maximum return in terms of ongoing business performance.



Prioritize and grasp low-hanging fruits while addressing fail points at the root

When it comes to improvement, it's essential to prioritize and identify the most effective corrective actions. This will give you a clear picture of how to proceed in order to tackle fail points at the root. It is important not to overlook the opportunities for improvement that are more opportune and easier to address – these are often referred to as 'low-hanging fruits.' Once you have identified these improvement points, it is also beneficial to create an implementation plan that outlines step by step every task needed and what resources are available to carry them out. In this way, improvement can be broken down into manageable pieces and tackled one at a time in an orderly fashion.

The human touch

Get Defined, Get Skilled, Get Results



Train employees with new technologies

Empowering employees through effective training is essential for introducing new technologies. It encourages them to become comfortable and confident with the tools, systems and processes needed to integrate and use advanced technology within the organization effectively. Investing in employee training not only helps staff be better equipped and knowledgeable when using new technology, but it can also increase morale, boost productivity, and ensure employees stay current on the most current trends. By providing a support system through structured training and allowing them to test new technologies, organizations are able to empower their staff to take ownership of their roles within the company.



The client perspective

Looking from the outside in



Ask your client for feedback to know how the performance is perceived

Understanding how your client perceives the performance of your solutions can be invaluable when it comes to refining them. Asking for client feedback is an important part of the process, as it allows you to ensure that all aspects line up with their needs and expectations. Not only will this give you a better understanding of client's preferences, but also potential areas where you can improve the overall solution for client satisfaction. Ensuring that we ask for client feedback opens up communication, allowing us to deliver better client satisfaction in the form of successful solutions.

The right tools

Leverage technology to optimize operations



Check if the tools you already have can be used differently to address the fail points

When technology fails, it's important to evaluate your existing tools and explore new ways of using them. Reevaluating your technology can help identify areas for improvement quickly, which allows you to address any potential fail points more efficiently. Utilizing technology in different ways can also help to streamline existing processes and open up opportunities for creative solutions. Not only that, but taking a closer look at technology can also help to identify any potential duplicates or redundancies which could be removed. By checking if the tools you already have can be used differently, you can minimize technology failure in the future without having to spend money on new solutions.



Look at tools you already own but are currently not using

After you have identified a fail point in your process, take a step back and look at the unused technology that you already own. You might be surprised that the existing tools can help you address the fail point without additional costs. It's important to recognize the unused technology available because understanding all of your resources allows for greater opportunities to innovate and succeed. Relying on unused technology is an effective strategy for achieving success.



Select new technologies, with the job to be done in mind

Evaluating new technologies is a critical part of moving businesses forward today. When assessing potential solutions, the minimum viable product needed to address the issue must be taken into consideration. This allows for testing new solutions quickly, and if they don't serve the purpose, there is no need to invest further time and money. The advent of cloud computing has not only brought a gradual reduction in cost of technology, but it also encourages people to strive for minimum viable solutions when evaluating new technology. This ensures that any investment made will be beneficial and offer a real value for money proposition. The balanced scorecard is a great tool to evaluate different solutions against shared criteria.

The long run

Now that you improved your process,
keep it from becoming obsolete



Establish a culture of continuous improvement

Congratulations on working hard to improve your process; however, the true challenge is making sure that this success remains! Establishing a culture of continuous improvement via the PDCA methodology will help ensure that your accomplishments are long-lasting. The PDCA cycle is an effective tool for continuous improvement: plan, do, check, and act. This process allows you to focus on what is successful and what needs to be improved in order to remain successful. Utilizing a continuous improvement approach throughout the company will give you the edge to continue thriving in any business environment.



Summary

Streamline processes and reach new heights in efficiency

Digital transformation is a way of looking at the world, understanding that what's digital today will become standard tomorrow, and finding ways to use digital capabilities to make process optimization more agile and efficient. We need to think about the digital transformation of the present so that we can power the future. By exploring digital transformation within our own industries, organizations, or group of people, we can begin to unlock many potential opportunities that wouldn't have been available before. Digital transformation isn't just about digital technology, it's about how data helps shape everything in our digital lives. That's how digital transformation makes a difference - by re-imagining possibilities and exploring new paths to empower everyone around us!

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