



# Process Improvement

Increasing operational performance is a requirement of management today.

Improvements are often achieved via minor throughput increases, or major technical enhancements. However, long term benefit can also be achieved through a focus on the effectiveness of current processes.

> A focus on 'efficiency' provides an understanding of 'doing more', increasing work output per employed resource.

> A focus on 'effectiveness' provides an understanding of 'doing more of the right things', increasing the value of work undertaken.

Organisations that are both efficient and effective focus on doing more of the right things...

Nuqleus 3D has automated the ability to capture specific root-cause data related to an activity to help an organisation understand the effectiveness of the process being undertaken. Often organisations focus on quantitative measures of performance - speed, output, work items completed - without stepping back from their operation to understand 'WHY' things are done that are not right.

# Process Improvement

Nuqleus 3D is a software tool that automates the capture and analysis of the content and substance of every activity and interaction with a process or customer within your operation.

Nuqleus enables the detailed measurement of processes and productivity, providing you with accurate and insightful Operational Intelligence for a better understanding of exactly what is happening, why it is happening and how you can drive performance improvements.

Nuqleus complements and integrates with your existing Business Intelligence tools and reports, providing you with a truly three-dimensional view of your operation.

Nuqleus is configured to automatically respond to events in other desktop applications to uncover 'WHY' activities are required. Often efficient process designs on paper deliver variability and complexity (through re-work, repeated actions and non-value adding administrative processes) in reality.

Nuqleus independently captures details of the activity in structured process metrics (tasks). As well as quantifying the volume and actual time taken per task in real-time, Nuqleus can instruct a staff member to 'drill-down' to qualify different aspects about the task. It does this by building question-based scripts that can be answered quickly on the task's completion to capture the measures relevant to the operation at that time.

**Qualify 'WHY' things happen through targeted questioning and quantify the impact of this on your operation...**

Through Nuqleus' measurement approach, any qualitative data captured can be reported as a quantitative entity. Knowing how many times something occurs can be useful, but understanding how long it takes and how much it costs is valuable intelligence.

Nuqleus reports three key outputs for any data captured – volume (how many did we do), time (how long did it take) and cost (how much did it cost).

**To improve a process we need to quantify and qualify where we are today...**

These are just some of the performance improvement initiatives where XTAQ clients have used Nuqleus and Nuqleus-sourced information to provide operational intelligence from which to drive performance improvements.

Nuqleus and Nuqleus-sourced information can provide the operational intelligence which significantly enhances business improvement initiatives where the objective is to improve processes in order to drive out waste, such as Six Sigma and Lean.

Whether or not a structured process improvement methodology exists, measurement to understand current performance levels and future capability is vital. Nuqleus captures the data that is important to you, allowing you to identify and focus on those pressure points within your processes that provide the biggest opportunity for improvement.

**Knowing what you have today, where the opportunities lie for improvement tomorrow and having a measurable, quantifiable path between delivers significant benefits.**



[www.xtaq.com](http://www.xtaq.com)

0870 626 9827

[info@xtaq.com](mailto:info@xtaq.com)

© 2008 XTAQ Limited.

All rights reserved. XTAQ and Nuqleus are trademarks of XTAQ Limited in the United Kingdom and other countries.