

Bellewether guarantees senior-level expertise in the development of business practice structures and documentation. You and your team of subject matter experts will collaborate with our team to define, create and document the policies and processes that drive cost effective business decision-making and customer service.

Our work is driven through strategy mapping expertise that identifies gaps which may be leaving your organization vulnerable to quality issues and risk. Together we can close those gaps, create a business asset and better stabilize your organization for growth. These 3 Ps equate to the 4th – *Performance*, which when improved, ultimately increases business PROFIT.

WHAT ARE THE BENEFITS?

✓	<i>Ensures</i> POSITIVE CUSTOMER EXPERIENCE	Practice Perspective Process Perspective People Perspective	Everyone is working from the same perspective which allows for a positive customer experience. Makes processes accessible, manageable and easily updated as change requires, adding accountability to the customer experience. Individuals work hand in hand to create teams of people that can relate and build rapport with customers.
✓	<i>Defines</i> CONSISTENCY AND PROFIT DRIVEN EFFICIENCY	Practice Perspective Process Perspective People Perspective	Clearly defines and communicates roles and responsibilities so that work is equally and efficiently distributed. Documentation provides efficiency and consistency and provides a structured way to manage bottom line performance. The sales, service and/or support teams work productively together to ensure consistent and profitable fulfillment.
✓	<i>Supports</i> QUALITY INTERNAL AND EXTERNAL COMMUNICATION	Practice Perspective Process Perspective People Perspective	Supports clear and accurate communication with regard to customer service, order fulfillment and issue resolution. Documentation is critical to increasing quality communications and customers feel the methods of communication are helpful and effective. Customers can clearly experience a professional, appropriate workplace attitude when they interact with any of the employees.
✓	<i>Encourages</i> RISK MANAGEMENT	Practice Perspective Process Perspective People Perspective	Encourages a high retention rate of trained employees reducing expensive loss and risk for the organization. Documentation of procedures protects intellectual property and provides a risk management strategy. Customers feel respected and important when they interact with employees reducing issues and abating customer loss.
✓	<i>Builds & Preserves</i> BUSINESS ASSETS	Practice Perspective Process Perspective People Perspective	Employees take initiative to ensure the organization is in a state of continuous improvement and overall efficiency. Documentation is a sellable asset in the business, preserves the integrity of the businesses mission and provides a play book to new management or owners. Employees understand and participate, no matter what their role, going out of their way to meet customer needs.