

Delta Capita



**Business Analysts & Performance
Improvement**

► Transformation & Change

Business Analysis & Performance Improvement



SERVICE

- Process reengineering to enhance efficiency and reduce operational costs.
- Identification and resolution of performance bottlenecks through data-driven insights.
- Target Operating Model (TOM) design and implementation.



APPROACH

- Conduct workshops with key stakeholders to identify pain points.
- Implement process reengineering techniques.
- Establish governance and change adoption mechanisms.



USE CASES

- Streamlining end-to-end operations to enhance efficiency and cost optimisation.
- Reducing manual processes through automation and optimisation for improved client servicing.
- Enhancing decision-making and controls through data-driven insights.



KEY FEATURES

- End-to-end project lifecycle management.
- Gap analysis and current vs. future state mapping.
- Root cause analysis to identify inefficiencies.
- Defining and implementing KPIs for performance tracking.
- Voice of Customer (internal or external) reviews.



TOOLS

- Visio (or Signavio, IBM BlueWorks etc), Power BI, Tableau, Business Process Model and Notation (BPMN) tools, Lean Six Sigma frameworks.



STRUCTURE & DURATION

- Typically, a team of Business Analysts, ToM Design and Process Improvement Specialists and Data Analysts.
- Typically, 3 to 12 months, depending on project complexity.



OUTPUTS & DOCUMENTATION

- Business requirements documents (BRDs) and functional specifications.
- Process improvement reports, business cases and cost-benefit analysis.
- KPI frameworks, operational performance dashboards, and risk mitigation plans.
- Target Operating Model designs, Business and product strategies and peer benchmarks.



SKILLS / KNOWLEDGE

- Requirements gathering, challenging root cause and ambiguities.
- Process improvement methodologies (Lean, Six Sigma, Business Process Management).
- Business process modelling, workflow automation, and impact analysis.
- Strong data analysis and performance measurement skills.