Process Review and Improvement

Process Review and Improvement exercise for one of the largest Bulk carriers plying across the globe facing high attrition leading to change management issues and process risks

Challenges

- Huge **Duplication of work** (maximum manual)
- **People Dependent** processes
- Risk of **reliability of data** in the reports
- Manual Data **Entry in 2 software**, without integration, thus prone to errors
- **Gaps in actual working** and the existing SOP, thus defined controls became non-existent
- **Closing of Books** every month takes too long (almost 10 to 12 days)

The Benefits / Objectives Achieved

- **Design Evaluation** of Automated Processes
- Updated Documentation **(SOP)**
- **Risk** and Control **Scorecards**
- **Process Flow** Charts (MS Visio)
- **SOD Matrix**

Deliverables / Process Followed

- **Design Evaluation** of Automation & Interfaces to ensure completeness, integrity and accuracy
- **Control gaps were identified** & the recommendations to improve on the processes were discussed & finalised
- **Updated documentation** for all the gaps identified, finalized and approved

MONDIAL