Organizational Alignment

Executive Freedom

Management Empowerment

Efficient & Effective Throughput

**Reliable & Timely Information**

About SatiStar

"Sati" stands for "Social and Technical Interaction".

The SatiStar approach focuses on reducing costs, reducing waste and rework, reducing cycle times, reducing defects, increasing accuracy and on-time delivery.

The Business Improvement approach accelerates the achievement of desired business results.

SatiStar Mission: To experience the joy of helping our clients excel at what they do.
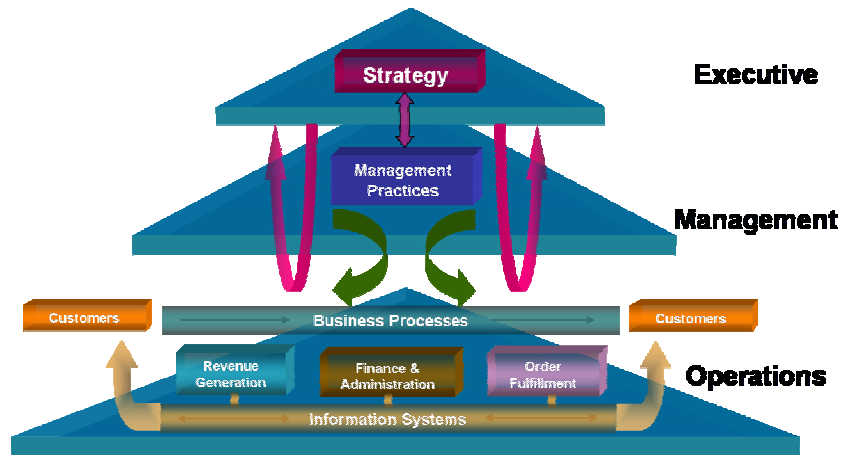
Organizational Alignment

Organizational alignment is achieved when all business units and personnel act within the values, vision, mission, and strategic intent of the corporation.

Alignment should be achieved at three organizational levels, and both horizontally and vertically across the enterprise. These are:

1. Executive or strategic level
2. Management level
3. Operations

At the strategic level the vision, mission and values of the company must be in line such that they are mutually support each other. It is the combination that produces the strategic intent of the company. Strategic intent should be measurable and monitored.

At the management level, Key Performance Indicators (KPI's) need to be coherent and supportive of all KPI's across departments and the management team. Management capabilities must provide for closed loop practices and the management control systems needed to measure performance.

At the operations level, all processes for sales, marketing, order fulfillment, administration, product development etc. need to be coherent as a single corporate process.

Each level must also be aligned vertically to ensure that all processes and personnel are in line with best practices and the organizational intent of the company.

SatiStar excels at helping you achieve organizational alignment.

The Goal Is Efficient and Effective Processes

It is impossible to achieve strategic goals when all parts of the company are running in different directions. But strategic alignment is more than just getting everyone "on board" with company mission.

SATISTAR CORPORATION

3- 251 QUEEN STREET SOUTH,

SUITE 562, MISSISSAUGA,

ONTARIO L5M 1L7

TEL: 905-569-1319

FAX: 905-569-1458

http://www.satistar.com

info@satistar.com

Social & Technical

Interaction

We're on the Web!
See us at:
www.satistar.com

The Goal Is Effective and Efficient Business Processes

Most IT systems are designed to automate specific and sundry business processes. However, most companies grow "organically" such that some parts of the company grow at a different rate of sophistication than others. This results in "silos" within the company.

Silos are departments or functional areas in a company that maintain their own boundary conditions. For example, if we think of an order fulfillment process as starting with a customer order and ending with delivery to that customer, silos introduce gaps and inefficiencies in an otherwise coherent end-to-end process.

When we automate business processes, most IT specialists are unaware of such gaps and inefficiencies in business processes. Further, even when they are aware, they are not usually empowered or trained to improve those processes as part of the automation project.

The results are automated inefficient and ineffective processes. Processes run faster, but not better.

Some IT specialists solve the problem by selecting software whose logic requires that the company conform to the system's way of doing things. However, this might not be the best way for the company, or the approach might meet with resistance. Personnel may find ways to "get around" the system towards what they see as a more effective practice.

In either case the correct procedure is clear. First examine your business processes to determine where they can be improved. Then design the IT systems to support the new and improved processes. This ensures that the company receives the benefits from a well-tuned, effectively supported business process.

The Satistar method focuses on these requirements. We work with you to identify potential problem areas, and to implement process improvements. We design these improvements with appropriate IT systems to support the improved processes.

The Goal Is Reliable Management Control Systems

Effective IT systems are systems that provide operational and management support for efficient and effective processes, and which provide timely and reliable information (not data) to management.

At SatiStar we call IT systems your Management Control Systems (MCS). Your MCS not only automates effective processes, but provides information to support the KPI's that your company uses to measure performance and growth.

With this in mind, we can design an IT system from the top down. That is we can determine which processes will be automated, as well as which information needs to be presented to management.

These two criteria focus IT deliverables on effective support for your business as you define it, not as your IT specialists define it.

Information management is the art and science of "mapping" IT systems and capabilities to your business.

At SatiStar we enjoy helping you excel at helping you succeed.

Sati★Star