



SOX Compliance Drives Focus on Continuous Process Improvement for a Service Business

When one of the largest engineering design firms worldwide investigated the impact of Sarbanes-Oxley (SOX) compliance on the processes of their organization, they came to P Squared Consulting. The Vice President of Operations felt it was a good time to provide training for employees so that they started with good processes instead of fixing sub-optimal processes later.

They wanted to implement a behavior based process improvement activity that ensured they were in good shape and also created a culture of continuous improvement. Initial target projects included traceability for their internal paper work flow, project accounting, and other tracking dictated by SOX.

One question asked of P Squared was how process improvement techniques apply to a service business. It was discussed that virtually everything that is done each day – both at business and at home – are processes. Thus, process improvement techniques have positive impact on service based business. Measurements can be constructed to ensure customer–supplier quality and improvement processes undertaken to resolve problems.

P Squared provided critical process improvement training for key teams in the organization; the teams then tackled some significant issues and have since established process ownership and confidence for employees.

Team members commented:

“This is clearly the best training I have ever received.”

“The timing was excellent; I was already using many tools, but didn’t tie them together as you showed me.”

“You helped me identify and fix some skills that were lacking in my management tool set.”