



Business Process Development

Business Process Management

Standard Operation Procedure (SOP) Development



“Continuity of strategic direction and continuous improvement in how you do things are absolutely consistent with each other. In fact, they're mutually reinforcing.”

Michael Porter
(Management Consultant)

Create Business Process

Through our years of research, studies and consulting experience, the best solution to decrease work place disordered during business expansion stage is to start to understand the business operation process as early as possible for superior controlled/structured between department/units, easier job delegation and better outlook on daily operating tasks.

Various Services

In 3S, further to our consultancy job, we also offer Standard Operation Procedure (hereinafter called “SOP”) write up and/or review, Operation Process Development and Chain Store Management system (eg licensing and/or franchising).

Develop System That Approach to Management and Brings Results.

To develop a system contributes to the organization effectiveness and efficiency is our main objective of developing Standard Operation Procedure (SOP) in the organization.

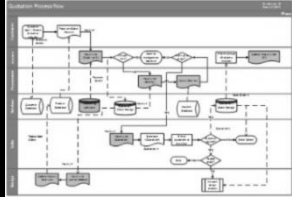
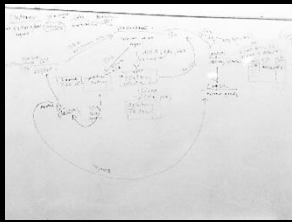
Solutions provided by us as following:-

- Business Process mapping
- Standard Operation Policy & Procedure Writing
- Key Performance Indicator (KPI) Assessment Processes Development

TWO Types of service package on

Every business entity has their uniqueness operation, therefore we develop 2 types of consultation process to assist business owner to develop **PROCESS BASED** management system.

	Project	Coaching
Change Awareness Training (Owner & key manager / staffs)	Upon request	Upon request
Personality Profiling (Owner & key manager / staffs)	Upon request	✓
Process Analysis & Mapping	✓	✓
Standardizing (Policy & Procedure development)	✓	✓
Procedure Training	✓	✓
Implementation coach	Upon request	✓
Internal Audit (enforcement audit)	Upon request	Upon request
Consultation Period	According to project	6 / 9 / 12 months



ABC CO
STANDARD OPERATION PROCEDURE

Title: Policy and Procedure

Version: 1.0

6.1.1 Policy

6.1.2 Procedure - New Agent Training

Step/Task	ES	CLASS	DEKALFA
1. New Agent Training	1. Training Support Group	1. Training Support Group	1. Training Support Group
2. New Agent Training	2. New Agent Training	2. New Agent Training	2. New Agent Training
3. New Agent Training	3. New Agent Training	3. New Agent Training	3. New Agent Training
4. New Agent Training	4. New Agent Training	4. New Agent Training	4. New Agent Training
5. New Agent Training	5. New Agent Training	5. New Agent Training	5. New Agent Training
6. New Agent Training	6. New Agent Training	6. New Agent Training	6. New Agent Training
7. New Agent Training	7. New Agent Training	7. New Agent Training	7. New Agent Training
8. New Agent Training	8. New Agent Training	8. New Agent Training	8. New Agent Training
9. New Agent Training	9. New Agent Training	9. New Agent Training	9. New Agent Training
10. New Agent Training	10. New Agent Training	10. New Agent Training	10. New Agent Training

To help companies understand their business and operating processes, we provide :-

Discovering

3S provide business process assessment discussion with business owner and the manager(s) to collect process requirements by mapping the business process being automated.

Standardizing

A business process is always governed by business policies and business rules. 3S assists our customer to capture and write down their written or non written rules to become their business operation policies and procedures.

Improving

While mapping the process and collecting process requirements with elements of the process, 3S explore the possibility of process improvement.

- **Activity flow**: shorten the sequence of activities from start to end, to cut down activity turnaround time.
- **Information flow**: information is being captured to improve effectiveness of the process.
- **Business rules**: business policies that need revision to meet current intelligent technology.
- **Performer**: to be more specified on people's requirement to meet the new generation requirement.
- **Activity cost**: to be more cost effective.

Implementing

Implementing an effective management system is much like the first day of school, which people start to learn a new behavior or company culture requested by the company. We provide training, assessment, hands on coaching to ensure our students graduate to the effectiveness and efficiency that they wish to be.

What is the benefits for creating your business process and S.O.P.



Reduce hidden cost of indeterminacy, delaying, operational error and redundant process.



Enhance consistency in quality of products/ services which brings better customer satisfaction.



Increase productivity by reducing new employee's learning curve and speed up skill transfer.



Improve performance by **increasing efficiency** and effectiveness of the work flow.



Commit on papers for auditors to verify to management that the processes are in control.



Create competitive advantage and ensure continuously improvement by creating a learning environment.

The Capability to Drive Result

From our track records, business owners appreciated our service as they seen several benefits/improvement in their company workflow after our study and mapping for a suitable individual management tools for the operating system.

Customer Compliment

"The manual prepared had facilitate us with clearer direction on manpower planning for efficient process, so we can free our time on other important issues"

Mr Lim Seng Chiang
Director, OGN Group Sdn Bhd

"From the processes, we have a more organized flow and clear cut job dedicated to each department and it solved lots of cross overlapping work in between us."

Owen Lim
Director, OGN Group Sdn Bhd

"We gained whole new idea from processes in managing our inventory...more organized in workflow, purchasing and warehousing"

Ms Sharon Lim
Director, OGN Group Sdn Bhd



OGN Group Achievement:

Retail Outlet Growth:
2013 - increase outlets numbers from 13 to 15.

THE REASON TO PICK US

Provide improvement discussion and studies after implementation, to ensure the processes were established lead to business objectives.

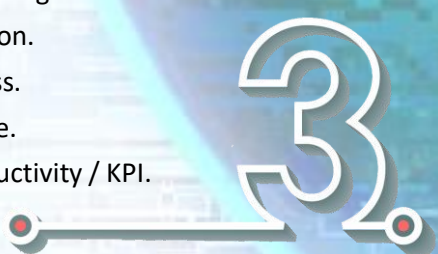


We **considering people and process during the consultation concurrently.** We provide personality check to key Manager / business owner.



We set target, processes that we designed shall meet an objective, as following:-

- Better customer satisfaction.
- Management effectiveness.
- Inventory turnaround time.
- Cost per employee / productivity / KPI.
- Employee satisfaction.



"3S has helped NIC grow amazingly over the past 2 1/2 years. NIC rapid growth owed to the systems that were created by Jessica. With the systems in place NIC can grow and able to provide service in a professional manner, within predetermined time constraints. With the improved service NIC is able to expand its market share through better marketing strategy."

By Hj. Haron b. Khamis (Managing Director, Nurul Izzah Catering)

NURUL IZZAH CATERING Achievement:

Sales Revenue Growth:
2011 increase by 300%
2012 increase by 109.37%

Operating team Growth:
2011 from 5 members to 15 members
2012 from 15 members to 30 members

Malay Wedding Event Handling capability:
2011 from 3 per day to 9 per day
2012 from 9 per day to 20 per day



What's 3S helped?

1. Clarify industrial practice.
2. Mapping and identify business and management process, which provides an overview for NIC management to enhance their understanding on business activities including interaction of customer, supplier, internal operation team and management.
3. Standardized the process flow and write down the process description as their operation procedure and regulations.

More details please visit to www.3sadviser.com



2012 Finalist for Best Turnaround Company



New factory - Kitchen



New factory – Main entrance



New factory – Main office

CONSULTATION TEAM

- Bachelor graduate from National Taiwan University, major in Industrial Management.
- Certified Franchise Consultant by MFA.
- Certified Trainer by PSMB (HRDF).
- Certified ISO 9000 Lead Auditor by IRCA.
- Certified Process base Internal Auditor.
- Certified Meta-Coach Practitioner on Coaching Genius / Accessing Personal Genius. 
- Advisory experience include multi- nationals, oversea company and various organizations, SME in Malaysia, China and Vietnam, as following:-



Jessica Tan
Business Process Consultant



Mr. Mohamad Noowawi
Quality Management System Consultant

- Graduated with a Bachelor of Electronic and Communication Engineering from University of Huddersfield, United Kingdom.
- 15 years experience in Management Systems Development for ISO9001, ISO14001, ISO 13485, AS9100 and OHSAS18001.
- Certificate in Safety and Health Officer by NIOSH.
- Certified Trainer by HRDF (PSMB).
- Certified ISO9000 Lead Auditor by IRCA.
- Develop various management systems for MNCs, Oil and gas companies, Civil and construction companies, SMEs, Government bodies, both locally and overseas, as following:-



ASSOCIATE CONSULTATION TEAM

- 14 years of experience in legal practice, and acts as legal adviser to various local and multinational companies.
- Vast corporate experience.
- Involved in all HR/IR/Labour related activities, including review, introduction and implementation of policies in relation to HR, developing staff welfare and training.
- Handled range of employment dispute; pre & post Domestic inquiry and representing employers in court.
- Provide legal advice and representation in Labour Court, Industrial Court, represents Litigant(s)/ Defendant(s) in Civil Courts, Appeal Courts, and Criminal Courts.
- A Qualified Mediator.



Mr. Rajasundram Ponnusami PJK
 Legal Advisor
 LLB(Hon)(Lon), CLP, CIPM
 Mediator



Mr. E.T. Khor
 Culture Transformation Expert

- Certified PEAKS Psychometric Profiling Consultant & Trainer.
- Certified Professional Trainer (by HRDF/PSMB and Western Kentucky University).
- 10 years of training and HR consulting experience which specializes in Culture & Mindset Transformation, leadership, personality development and team development.
- Trained multi- nationals, government bodies and various organizations in Malaysia, Singapore, China and Brunei, as following:-



WE COMMIT TO ASSIST YOU
CONSISTENT DELIVERY IN HIGH STANDARD
OF SERVICES / PRODUCTS TO ATTRACT
MORE CUSTOMER



SYSTEM
SOLUTIONS
SPECIALIST

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