

# When growth *exposes the cracks,* Process Improvement Consulting rebuilds the foundation.

---

How Brewster Consulting Group delivered structured **Process Improvement Consulting** — 15 workflows mapped, 40+ stakeholders engaged, and a custom KPI framework built — for a large healthcare organization.

---

**01 — THE CHALLENGE**

# Operational cracks hidden by years *of growth without structure.*

A large healthcare organization approached Brewster Consulting Group with a growing concern: operational inefficiencies were stifling performance and exposing the business to unnecessary risk. Internal workflows had evolved without a cohesive structure, resulting in manual tasks, inconsistent reporting, and siloed communication between departments. Leaders recognized that what once worked at a smaller scale was now creating friction at every level — but without standardized processes, clear KPIs, or real-time visibility, they couldn't measure what was broken, let alone fix it. They needed Process Improvement Consulting to rebuild from the inside.

---

**WHERE THE ORGANIZATION WAS BREAKING DOWN**

- 01 Inconsistent workflows across locations**  
Without standardized processes, teams operated differently across sites — creating variability in quality and efficiency that compounded over time.
- 02 Manual tasks and bottlenecks everywhere**  
Critical operations were bogged down by excessive manual steps, increasing human error risk and slowing progress on work that should have been routine.
- 03 No standard metrics or KPIs**  
Without KPIs tied to business objectives, the organization had no way to measure performance, prioritize improvements, or know if past efforts were working.
- 04 Limited leadership visibility**  
Real-time insight into performance was non-existent, making it impossible to identify what needed fixing or track whether any changes were having an impact.
- 05 Siloed departments, fragmented collaboration**  
Cross-functional collaboration was minimal and communication gaps made alignment on key strategic initiatives difficult across the organization.

*"Without Process Improvement Consulting, the organization couldn't measure what was broken — let alone build a path toward continuous, data-informed improvement."*

---

**02 — OUR APPROACH**

# A structured, multi-phase Process Improvement Consulting engagement.

Brewster Consulting Group implemented a structured, multi-phase Process Improvement Consulting approach focused on operational clarity, standardization, and visibility. Every phase was designed collaboratively — engaging over 40 stakeholders across functions to ensure both buy-in and accuracy from the very first step.

---

**THE 6-PHASE PROCESS IMPROVEMENT CONSULTING FRAMEWORK****01 Process Documentation**

Mapped 15 critical workflows across departments — documenting current state with clear visualisations and detailed narratives to expose inefficiencies that had gone unnoticed.

**02 Automation Identification**

Through gap analysis and 40+ stakeholder interviews, we pinpointed manual tasks ripe for automation, reducing time on repetitive work and increasing capacity for high-value activities.

**03 KPI Framework Design**

Developed a custom performance measurement framework aligned to the client's strategic objectives — providing a foundation for long-term tracking and continuous Process Improvement Consulting.

**04 Dashboard Development**

Built a Power BI sample dashboard focused on pharmacy operations, enabling leadership to view real-time metrics, identify bottlenecks, and evaluate performance trends at a glance.

**05 Prioritised Recommendations**

Delivered a detailed roadmap of optimisation opportunities ranked by business impact and implementation effort — giving leaders focused, actionable next steps without overwhelm.

**06 Cross-Functional Collaboration**

Created communication channels and routines to break down silos, empowering departments to share insights, align on improvement goals, and sustain the gains from Process Improvement Consulting.

PROCESS IMPROVEMENT CONSULTING

WORKFLOW MAPPING

KPI FRAMEWORK

AUTOMATION IDENTIFICATION

---

**03 — RESULTS & IMPACT**

# From operational chaos to a *foundation for continuous improvement.*

Brewster's Process Improvement Consulting engagement produced both immediate and strategic value across the organisation. The healthcare provider now has standardised workflows, a custom KPI framework, real-time performance visibility, and a culture of data-informed decision-making — built to scale as the organisation grows.

**15**CRITICAL WORKFLOWS  
MAPPED & DOCUMENTED**40+**STAKEHOLDERS  
ENGAGED ENTERPRISE-WIDE**1**CUSTOM KPI FRAMEWORK  
BUILT TO SCALE

---

**WHAT CHANGED FOR THE ORGANISATION**

- ✓ **15 critical workflows documented and standardised**  
Teams across all locations now follow consistent, clearly defined processes — eliminating variability in quality and efficiency that had compounded for years.
- ✓ **40+ stakeholders aligned from day one**  
By engaging employees across functions, Brewster's Process Improvement Consulting built deep organisational buy-in and ensured the solutions reflected real operational realities.
- ✓ **Custom KPI framework drives ongoing accountability**  
For the first time, performance is measured consistently across departments against strategic objectives — giving leadership the visibility to act with confidence.
- ✓ **Power BI dashboard delivers real-time pharmacy insights**  
Leadership can now monitor operational metrics, identify bottlenecks, and evaluate performance trends in real time — replacing guesswork with data.
- ✓ **Scalable model for continuous improvement in place**  
The organisation isn't just reacting to bottlenecks — it's proactively managing performance with the tools, insights, and cross-functional alignment to sustain gains long-term.

*"What began as a response to inefficiency became a full-scale transformation — powered by Process Improvement Consulting that replaced assumptions with measurable outcomes."*

LET'S TRANSFORM YOUR OPERATIONS

# Looking for Process Improvement Consulting that turns operational complexity into lasting clarity?

Brewster Consulting Group empowers healthcare and enterprise organisations through structured Process Improvement Consulting, comprehensive data management, and project management. Whether you're mapping 15 workflows or transforming enterprise-wide operations, our team delivers tailored, end-to-end solutions that build a foundation for continuous improvement.

## Will Oyarzabal

OPERATIONS &amp; DATA ADVISOR

✉ [will.oyarzabal@brewsterconsulting.io](mailto:will.oyarzabal@brewsterconsulting.io)• [www.brewsterconsulting.io](http://www.brewsterconsulting.io)

### Three ways our Process Improvement Consulting services help

#### STAND UP

Build a process improvement foundation from scratch — workflow mapping, KPI frameworks, and governance.

#### SCALE UP

Standardise fragmented, site-specific processes across multiple departments or locations for sustained operational excellence.

#### TUNE UP

Audit, optimise, and harden existing workflows so your organisation runs leaner, faster, and with measurable accountability.