



The Proviso Mission: To provide small and growing companies with measurable process solutions that quickly improve profitability, scalability, and customer experience. Across a variety of industries, our detailed analyses yield roadmaps that address common process problems:

Problem	Example	Proviso's Solution
Lack of Visibility	The same tasks are done in different ways in different locations, so you can't track process effectiveness, costs, resource utilization, or quality.	<ul style="list-style-type: none"> • Standardize activities and related data • Identify key metrics • Provide tools to measure, report on optimized processes
Anemic Client Retention	Your customers aren't happy enough to be repeat customers.	<ul style="list-style-type: none"> • Map customer journey, collect feedback • Evaluate processes impacting customer touchpoints • Recommend improved processes centered on customer needs
Quality Issues	You receive more customer complaints than you think you should.	<ul style="list-style-type: none"> • Baseline quality, establish metrics • Identify processes impacting customer experience
Lack of Standards	You don't know how long it takes different employees to complete a repeating activity, affecting costing, pricing.	<ul style="list-style-type: none"> • Standardize the activity by type of client, product, service, etc. • Baseline effort and duration, identify issues affecting both (skill levels, training, input quality) • Document SOPs
Inefficiencies	You think certain repeating/predictable/time-consuming activities rely too much on manual activities.	<ul style="list-style-type: none"> • Identify redundancies, non-value-add steps, steps that could be automated • Propose optimized processes utilizing systems to reduce cost and deliver greater value
Onboarding/Training Issues	You note repeating mistakes in a particular activity, requiring costly rework.	<ul style="list-style-type: none"> • Conduct quality audit, identifying root causes of errors • Baseline quality, establish metrics • Propose standards, training, documentation to meet metric requirements
Ineffective Communications	You have documented processes or detailed job descriptions and yet work is not being done to meet goals.	<ul style="list-style-type: none"> • Evaluate current documentation, communication methods • Identify tools, systems to communicate clearly using best practices