

Concepts...



"Concepts" is published by Parvidya Design Partners to raise as many questions as it answers. It is driven by the belief that the industry, its products and its services are ever evolving. The ideas reflect the challenges faced in the continuous journey of innovation and improvement.

Sustainable Processes:

If you can grow as many or more trees than you cut down, then you can maintain a continuous supply of wood for as long as you need it. 'Sustainable process' is a term used commonly in ecology related to preservation, but it is equally applied to all business processes; sometimes unknowingly, not always effectively and sometimes in a dynamic self-correcting way.

Basically to keep a process going you have to sustain it but are you aware of why it is being sustained? Can it last? How effectively is it being done? When a process goes wrong or doesn't perform, that is the first sign that something is not being sustained.

Consider a car and its sustainability. There are differing categories and scopes of sustainability:

Continuous Sustainance: i.e. short term replenishable items such as windshield fluid, sustenance for the driver and fuel.

Maintenance Sustainance: i.e. longer term replenishable items such as oil, transmission and brake fluid and water for the radiator.

Preservation Sustainance: i.e. acts to prevent degradation such as washing to prevent rust; scheduled service and inspection to replace various parts and ensure any long term degradation is dealt with or mitigated.

Contingency Items: i.e. precautionary measures such as a spare tire for punctures and road side assistance for breakdowns or accidents - not forgetting insurance for unexpected high expenses.

Strategic Decisions: i.e. modification or replacement. The goal of a car is to reliably get from A to B. Ultimately, through necessity or choice; you will have to buy a new car.

For sustainability within the financial services, your *continuous* items are your resources, technology, data and more critically your client's revenue for cash flow; your *maintenance* items are your controls, reconciliations, productivity and revenue targets; your *preservation* items are your process reviews, audits, re-engineering plans, knowledge acquisition and training; your *contingency* items are your succession plans, your disaster recovery plans and back-up sites; your *strategic* items are your considerations for replacing systems platforms, creating new products or entering new markets.

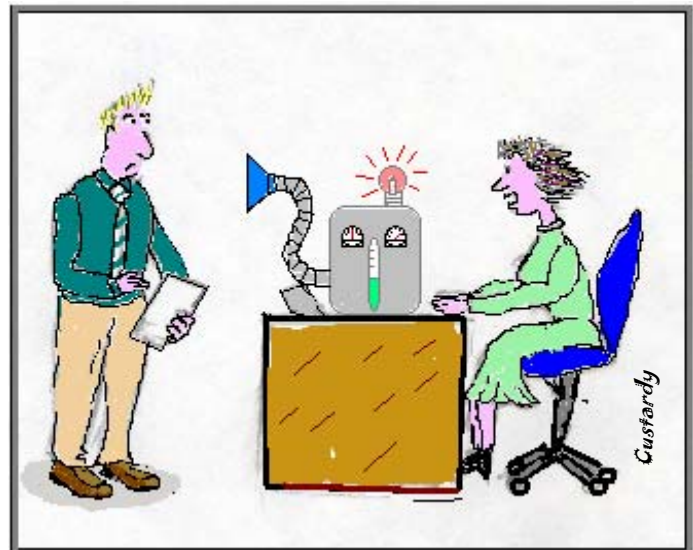
Sustainability may vary according to your objectives or needs. For instance most of us fill up our fuel tanks and wait until its low before we fill it up again because the expense in fuel inventory is inconsequential to us. A student on a budget

only puts in the gas that is needed to preserve cash flow. A racing driver puts in enough gas to last until the next pit stop because extra gallons are extra weight and will result in shorter lap times.

Sustainability isn't just about resource preservation or replacement; it's about knowing how long a situation can continue. Managing the limiting factors of a business process will ensure process quality and consistency. Organizing your process supply chain for optimal sustainability will minimize your expenses. Both the above should increase your competitiveness and increase your sales.

As a simple guideline, the critical first step is to understand the various components of your business process' sustainability from the categories described above. Are those critical components in place? Can you measure and manage their performance and effectiveness? Are they optimally aligned with your business objectives and financial goals?

Parvidya Design Partners would be pleased to discuss the realization of these concepts with you further. We thank you for your consideration.



*"This Hot-Air-Recycler is a 'Win-Win'!
Either we have a productive meeting
or I get some re-usable energy."*

June, 2004

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