

## Continuous Process Improvement



### LEAN THINKING

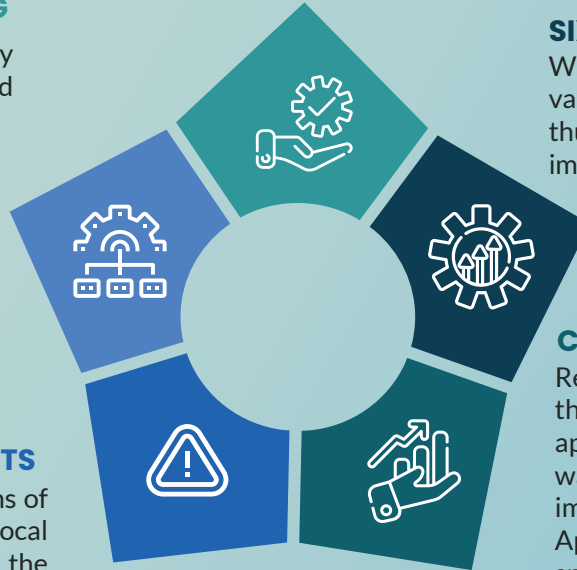
Eliminating waste caused by variability and work overload improves time to value flow.

### AUDIT AND BUSINESS PROCESS MANAGEMENT (BPM)

We focus on supporting the improvement of business processes, and in this way directing and controlling the performance of the organization.

### THEORY OF CONSTRAINTS

We identify and manage the restrictions of the system as a whole and not the local optimums. Thus, we improve the performance of the company in a systematic way.



### SIX SIGMA (6σ)

We help to identify the statistical variability of operational processes and thus measure, control, manage and improve them.

### CONTINUOUS IMPROVEMENT

Regardless of the improvement program that is implemented in the company, applying it correctly, allows to eliminate waste, increase performance and improve the value offer to the customer. Applied as a whole gives agility and speed to business.

## Information Technology and Information Management



### 4TH INDUSTRIAL REVOLUTION

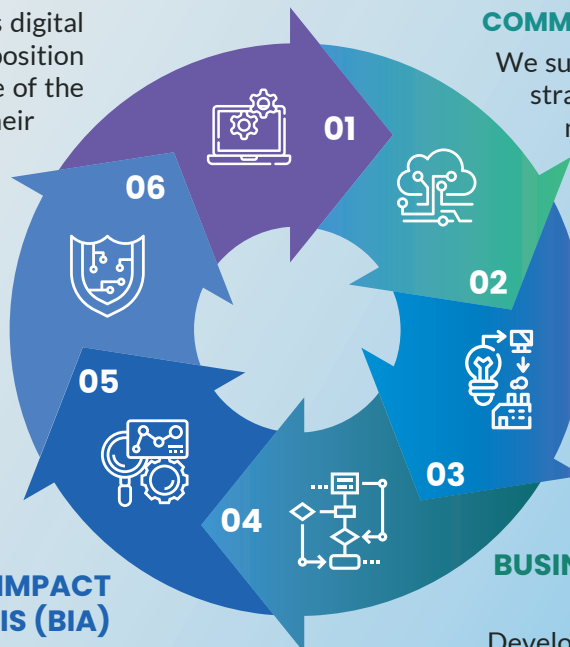
Understand its impact and analyze this digital revolution, to configure a value proposition with lean processes based on the voice of the customer, and in this way improve their experience and interaction with the products and services offered.

### RISK ANALYSIS AND IMPROVEMENT OF INFORMATION SECURITY MANAGEMENT SYSTEMS

Identify the main vulnerabilities and threats of your information assets, and thus support the implementation of an adequate management of the risks to be mitigated.

### BUSINESS IMPACT ANALYSIS (BIA)

We support the development of a systematic process to determine and evaluate the possible effects of a disruption on critical operations; as a result of a disaster, accident or emergency.



### STRATEGIC PLAN OF INFORMATION AND COMMUNICATION TECHNOLOGIES

We support the alignment of ICT with business strategy, to respond more quickly to the needs of customers and consumers, in their digital transformation process.

### ACQUISITION

Preparation of terms of reference for the acquisition of new technological solutions aligned to the current and proposed business model of the company.

### BUSINESS CONTINUITY PLAN (BCP)

Develop a plan that allows the company to continue operating at acceptable predefined levels after business interruption incidents.