

## OPERATIONAL EXCELLENCE - Other Experience

PROJECT	AIMS	SECTOR
<p>Development of support tools for management of the process of <b>estimation of costs of engineering commissions</b></p>	<ul style="list-style-type: none"> <li>• systematize and standardize operational procedures to adopt in processes of estimating costs with procedures and support tools for Cost Estimates</li> </ul>	<p>Energy</p>
<p>Rationalization of Passive Cycle and definition of the <b>model of “Costing of ICT services”</b> regarding banking clients</p>	<ul style="list-style-type: none"> <li>• supply ICT management with a tool for monitoring the dynamics of internal costs enabling correct infragroup cost redistribution</li> <li>• optimize Passive Cycle processes and adopt solution based on workflow management</li> </ul>	<p>Financial services</p>
<p>Definition of <b>“Indicator of availability of ICT systems” (UPTIME)</b> that support supply of financial services</p>	<ul style="list-style-type: none"> <li>• design and share with internal clients the Uptime indicator for measurement and monitoring of availability of ICT services that support supply of services to end user</li> </ul>	<p>Financial services</p>

PROJECT	AIMS	SECTOR
Introduction of <b>Quality</b> in businesses of Fashion sector	<ul style="list-style-type: none"> <li>• analyze the fashion supply chain by identifying the specific organizational features of the SMEs in the sector</li> <li>• elaborate guidelines for adoption of Quality Management Systems</li> <li>• prepare a supply chain technical manual to codify procedures and times of each foreseen activity</li> </ul>	Fashion
Introduction of <b>TQM</b> in SMIs (co-financed by EU)	<ul style="list-style-type: none"> <li>• carry out an experimental intervention, with 18-month duration, of combined supply of group training activities, and targeted in-company activities (diagnosis, assistance and evaluation), to be experimented in Italy and other 4 European states (Belgium, France, the Netherlands and UK), using a model developed in France regarding the introduction of quality into SMEs</li> </ul>	Manufacturing services
Analysis and re-engineering of <b>SUAP</b> processes	<ul style="list-style-type: none"> <li>• increase efficacy and efficiency of the management process of Single Access Point (SUAP) for Productive Activities and Single Access Point for Constructions (SUE)</li> <li>• improve capacity of monitoring and control of outsourcing processes with design of service indicators and procedures for data collection</li> </ul>	Public Administration

PROJECT	AIMS	SECTOR
<p><b>Recovery of efficiency and efficacy of administrative processes</b></p>	<ul style="list-style-type: none"> <li>• rationalize and optimize activities of Central Administration of University through analysis of its processes, identification of areas of improvement and definition of operational interventions for recovery of efficiency and efficacy</li> </ul>	<p>Public Administration</p>
<p><b>Reorganization of outpatient activities in hospital environment</b></p>	<ul style="list-style-type: none"> <li>• apply techniques of process and redesign management to the environment of outpatient activities in Hospital Company through activation of internal workgroups, targeted training and direct consultancy and shadowing</li> </ul>	<p>Public Administration</p>