

## SERVICE INFORMATION AUTOMATION (SIA)



**Motivation.** A service process is a set of activities to dispense a service. The customer expects a service delivered with a desired performance (desired price, delay, quality). When the contents of the process activities and their sequence vary, the employees make duplicated and incoherent activities. Hence, the service desired performance is not reached. In addition, too many papers are manipulated and the employees' performances cannot be evaluated objectively. The automation of the business process is a solution to this low service performance.

**Goals.** Workflow software is programs that manage business processes partially or completely. The input and output of the information are digital documents and the computer coordinates the employees' activities according to the service process and the employees' pre-defined roles. The program of service information automation (SIA) is a set of activities to implement workflow software.

**Program overview.** The SIA includes the activities shown in the right side flowchart. The employees of the firm are coached by our experts.

**Weaknesses of current approaches.** Most workflow software (including Enterprise Resource Planning software), include pre-defined process templates. Once this software is implemented, the employees are forced to follow the activities of these templates. However, many service firms have proprietary procedures for their critical activities. These procedures are the result of many years of validation

in their particular environments. Hence, their employees are reluctant to implement template procedures. Our approach consists of respecting the current processes of the firm, optimizing when necessary and then automating them.

**Advantages of our approach.** The automation of customized working procedures has acceptance by the employees. In addition, the knowledge of the firm is preserved.

