
Training & Process Development

LTVelocity Optimization Methodology

LTV Partners leverage years of operational and leadership expertise to provide clients with unparalleled solutions through the use of the LTVelocity Optimization Methodology principles. These principles are a foundation from which LTV coordinates with clients to deliver targeted solutions to meet individual needs, such as Training and Process Development.



Challenge

One of the most significant challenges for convergent services providers is documenting their always changing processes and reducing that documentation into functional and effective training for their various operations personnel. Making sure processes are documented and front-line personnel receive appropriate training always has to be one of the highest priorities of a communications service provider. This ensures employees are properly equipped to provide the level of quality service today's educated customers expect.

LTVelocity Training and Process Development Optimization Methodology

LTV Partners will begin the engagement by assisting with documenting your processes. This can be done based on your existing practices and formats for documenting methods and procedures (M&P), or we can begin from scratch. We can develop the entire M&P process. This starts with defining major areas for inclusion (i.e. Marketing, Operations, Warehousing, Finance, etc.). We then develop a long-term numbering system capable of handling many years of growth, with additions and changes to the M&Ps.

A draft list of M&Ps is developed and owners within the company are assigned to each document to be prepared. LTV will assign technical writers to interview these owners, draft the M&Ps, and work through a process to review and finalize each document. Final documents can be prepared in PDF format and made available and searchable on the company's Intranet.

An on-going challenge is that M&Ps change over time. We can assist you in this concern with a revision process and a means of documenting recent changes. LTV can provide on-going maintenance of your M&P library to ensure the latest information is always at the finger tips of your employees.

To compliment the M&P process or as a stand-alone offering, LTV also offers training development and can conduct formal training classes for your personnel. We will work with you to determine the best format and content, prepare the content, and then conduct the classes. Or we can prepare and deliver content to your trainers.

Results

LTV Partners will deliver high quality, professional grade documentation of your methods and procedures. The documents will be in a user-friendly, practical format and will contribute to consistency across the enterprise in how processes and daily work activities are performed.

