

Assessing your internal processes and the impact of Brexit

Step 1. Map the process

Identify any internal processes in your firm that are likely to be significantly impacted by Brexit.

Use a flow chart or swim lane to document each step in the process and identify the key links between internal suppliers and internal customers. You should also consult employees who are directly involved in the process so you don't omit any important issues.

Step 2. Analyse the process

Use the flow chart or swim lane diagram to identify any potential impacts that Brexit may create within the process. Some issues to consider here include:

- Identify each of the internal suppliers.
- What is received from them?
- How do you currently assess whether what they supply is accurate, timely and at the correct quantity?
- What performance metrics would you use for this internal supplier?
- What are the main causes of dissatisfaction from the internal customer of the internal supplier?
- Is the impact of Brexit likely to create any bottlenecks in the process?
- Will the impact of Brexit lead to costs increasing or quality declining?
- Is it possible to reduce any steps in the process that cause delays?

Get Supply Chain ready for Brexit

Step 3. Plan for any Brexit impacts on the process

If possible, you should try and limit the potential negative impact of Brexit on the process. This might involve removing steps from the process, or bringing in new ideas on how to improve the process. You should consult employees who are involved in the process and encourage them to offer ideas on how to reduce any negative impacts from Brexit.

If appropriate, you should plan for any changes and this might involve changing existing systems or bringing additional employees into the process.

You should also focus on developing metrics around internal suppliers that allow you to assess whether what they supply is accurate, timely and at the correct quantity.

Key metrics that best in class companies adopt to measure their internal supplier performance includes on time delivery, quality of materials or information received, such as complete and accurate information, or items, and format of information received.

Here are some tips you should consider around the metrics developed as part of this process:

- Be simple and easy to use.
- Have a clear purpose.
- Relate to performance improvement, not just measuring.
- Focus on what is important to customers.
- Be available for constant review.