

From Chaos to Control: Managing Urgencies with Resilient Processes



In the world of operations, few words evoke as much dread as “urgent.” The arrival of an urgent order or task often brings with it a surge of anxiety, tension, and stress, as employees scramble to meet deadlines and fulfill unexpected demands. While there is a fleeting sense of accomplishment in completing these urgent tasks, the hidden costs of constantly operating in this high-pressure mode are frequently overlooked. The chaos of urgency forces deviations from established processes, necessitates sudden changes, and creates disruptions that can ripple throughout an organization.

Over time, if these urgencies become routine—part of the fabric of “the way we do business”—they inadvertently reshape underlying processes. What were once smooth, efficient workflows become riddled with makeshift adjustments and workarounds designed to accommodate the next emergency. In the excitement of addressing the immediate, the long-term impact on efficiency often goes unnoticed: processes that once performed at optimal levels are no longer capable of maintaining those standards.

Enter resilient process design—a strategic approach to mitigate the inefficiencies that arise from constant urgencies. Resilient process designs are crafted with anticipation in mind. They incorporate a measured degree of flexibility to handle unexpected demands without causing widespread disruption. By embedding alternate strategies directly into Standard Operating Procedures (SOPs), these designs allow organizations to address point-in-time disruptions effectively and then smoothly revert to their normal processes.

One of the key features of resilient process design is the creation of measurable indices that indicate the degree of remaining flexibility within a system. These indices provide decision-makers with critical insights into the operational costs of accommodating an urgency. With this data, they can assess whether a particular urgent request is acceptable or if it poses too great a risk to overall efficiency. This careful balancing act safeguards core processes from being eroded by constant changes, preserving their original efficiency and productivity levels.

At ADecTec, our process reengineering and optimization team specializes in designing resilient processes using advanced analytics and optimization techniques. We meticulously analyze core workflows, assess the degree and frequency of expected disruptions, and create processes that are both robust and adaptable. By demonstrating the differences between original processes and their resilient counterparts, we reveal the potential savings opportunities and efficiency gains that can be achieved.

For organizations looking to protect their operations from the costs of constant urgencies, resilient process design offers a sustainable solution. For a detailed discussion and consultation on how your organization can benefit from these principles, please contact us.

About Applied Decision Technologies, Incorporated

Applied Decision Technologies, Inc. (ADecTec) excels in boosting productivity and streamlining processes through cutting-edge technology solutions and expert program management. We offer comprehensive program management support for both technology and business operations, focusing on optimizing performance across various sectors, including healthcare, field services, manufacturing, supply chain, logistics, and transportation.

For further information, please contact: Ram Pandit, Ph.D., CEO, rpandit@adectec.com, (770) 789-1975