

## Introduction: Why you're here.



In today's business climate, increasing efficiency is consistently among the top initiatives, (and if you're wondering why it remains on the list, check out the Bureau of Labor Statistics' report showing that a perceived 1.8% increase in worker productivity was cancelled out by a 1.8% increase in hours worked). In light of statistics such as these, employers are motivated to find areas where they can more quickly complete (or cut out entirely) time-consuming tasks that are considered "low value."

You may not necessarily know "process automation" well, but what you definitely know well are those pervasive, time-consuming, repetitive tasks that you and your team can't avoid, yet are pained to perform. These tasks are a common denominator—things we've all done while simultaneously saying to ourselves, "there's got to be a better way to do this."

**Good news to you, efficiency-seeker: there *is* a better way.**

But first let's take a look at value-added work and what exactly we mean by the term.