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Dear Management: Are you a fan of KISS... the philosophy, not the band???  
  
That philosophy being KISS or (keep it simple stupid)... the idea that process design/setup... need NOT be over complicated to have them work effectively. And, wherever possible... complexity should be avoided to guarantee the greatest levels of user acceptance and interaction.  
  
So... are you a fan? Is your back office?  
  
If YOU aren't, you're most likely spinning wheels with little forward movement.  
  
And if your back office isn't... then they're most likely employing too many people and running too many "safety net" processes... because if it.  
  
Just sayin'