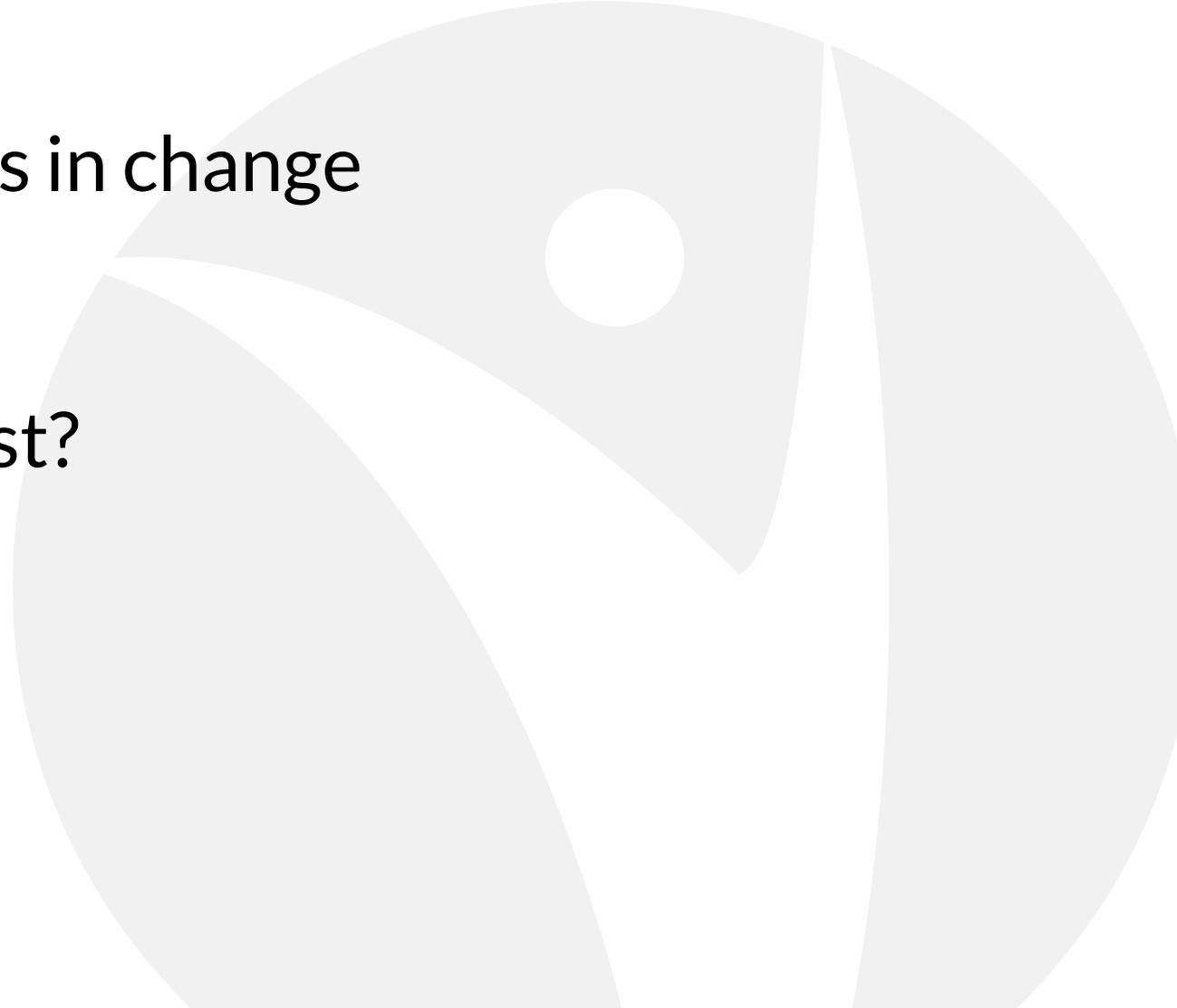


Engage Process e-Conference
learning with and from others

PROCESS ANALYSIS & COSTING

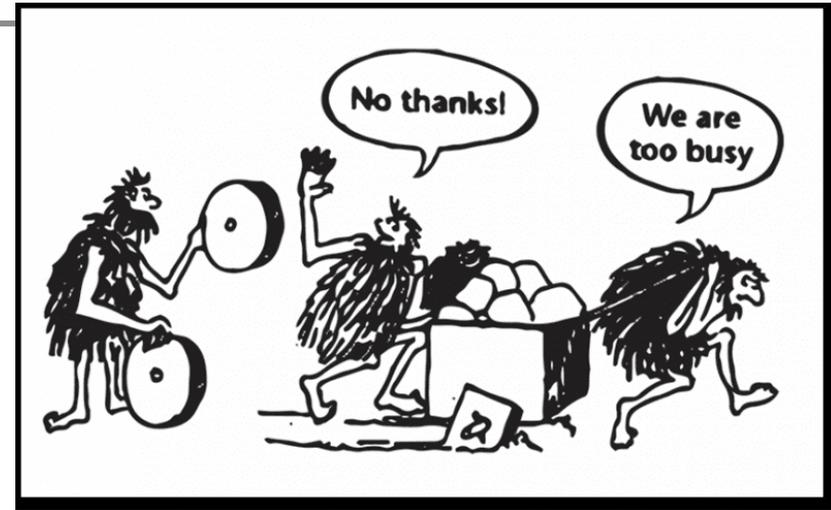
30th of July 2020

Ted Twaalfhoven - CEO

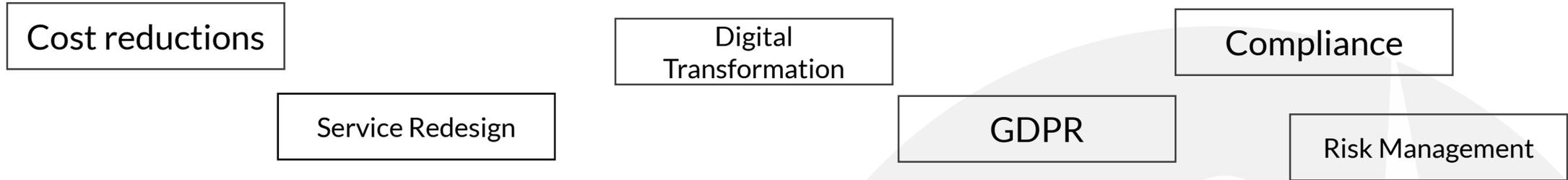
1. Change is always upon us
 2. Central Role for Processes in change
 3. Why Analyse?
 4. What is process analysis?
 5. Who knows processes best?
 6. Step wise approach
 7. Final thoughts
- 
- A large, light gray, stylized graphic of a bird, possibly a penguin or similar, is positioned on the right side of the slide. It has a white circular eye and is partially obscured by the text on the left.

Change is always upon us

1. Processes have grown into what they are.
2. They are often executed per department.
3. Will continue to grow organically, unless we design, redesign, redesign & redesign them.
4. Change takes energy!
5. Gradual ongoing change is better than a big bang,
6. As organisations need to get more agile:
 - IT-solutions need time to be designed, built, tested & implemented.
 - Agile teams can change instantly.
7. McKinsey:
70% of transformations not successful due to lack of process management and people involvement.

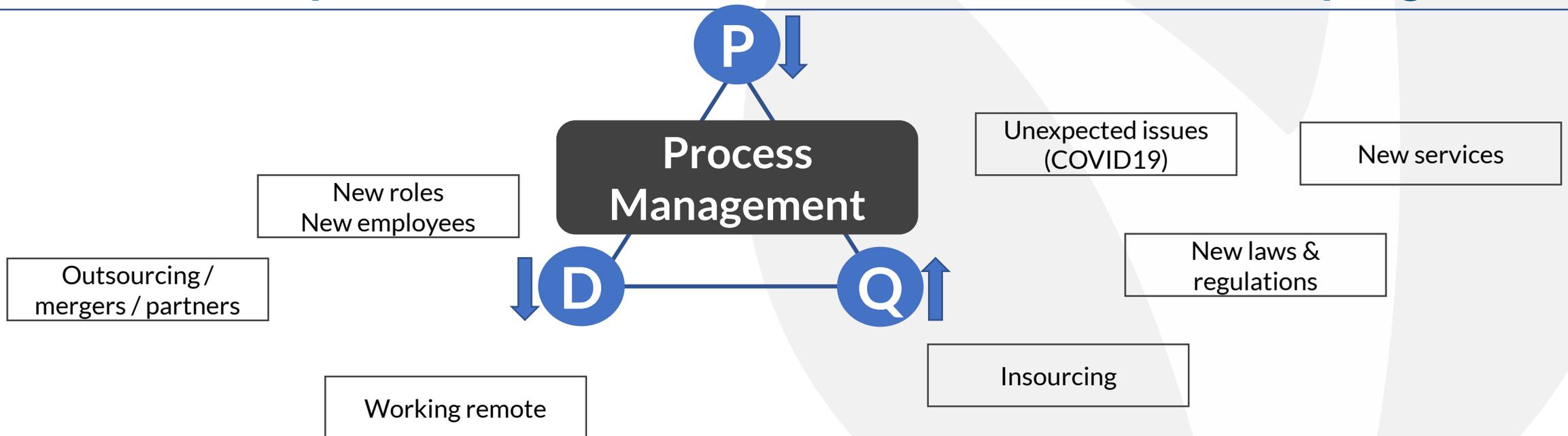


We are asked to change by many different programs



They all have huge **IMPACT** on the way we do our work

Our work, the processes, IS CENTRAL BASIS FOR for all programs



Analysis and evaluation is needed

Two major reasons

1. **JUSTIFICATION**, communicate impact & results re. our goals.
2. **AWARENESS** for the executing/ operational team members.

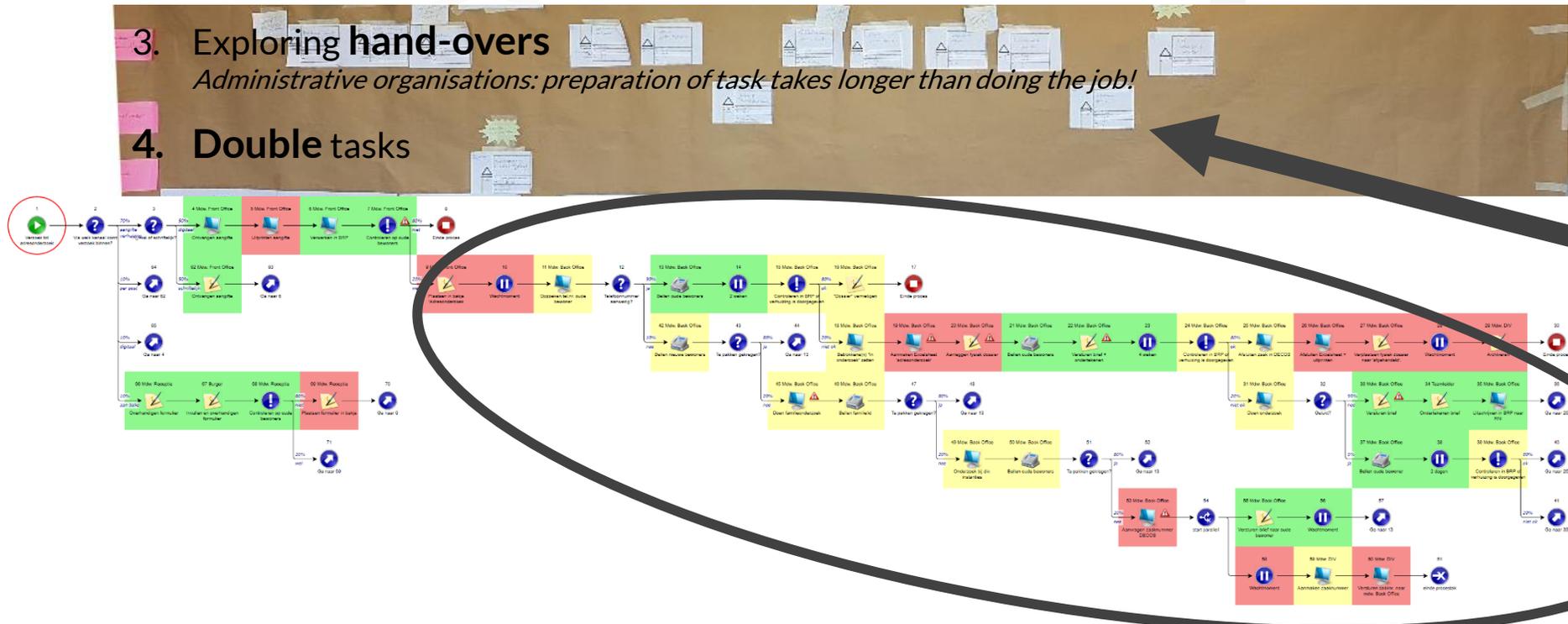
What is process analysis?

1. Numerical analysis of the process diagram

ALSO 2. Exploring the **exceptions** in the process.
Where are they? Why do they happen? How often?

3. Exploring **hand-overs**
Administrative organisations: preparation of task takes longer than doing the job!

4. Double tasks



Who knows the process best?

Who knows the process best?

Lean, Kaizen, World Class, ToC, etc

2.
Customer
Journey

1.
Operational team

3.
Facts, data

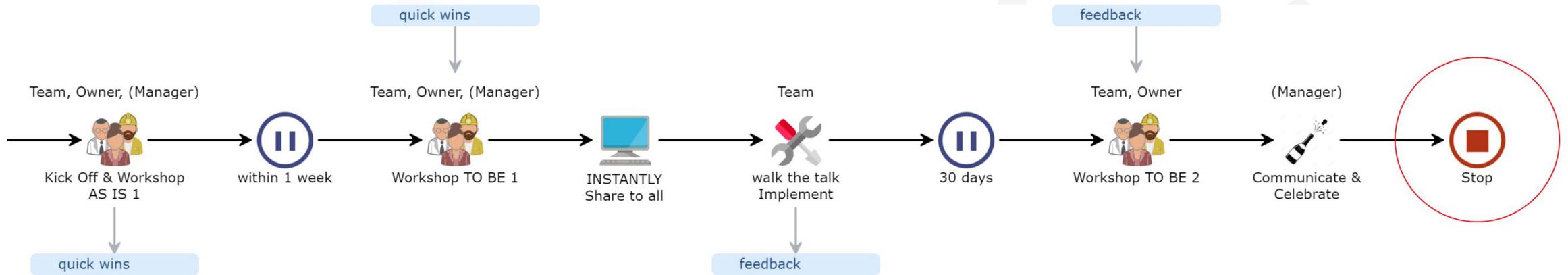
4.
Improvements

5.
Continuous
improvement



Only the complete team

How - Methodology



Other important

Enjoy small steps and keep on going
(how do you eat an elephant)

Keep it simple.
Costs, lead time

Celebrate the successes;
Multiple instances, Learn from/ with one-another

Make sure you **talk the walk**, and **walk the talk**

Always let the team have ownership

Take fears out
No layoffs, etc. Be open!

