

# In-Person event Scotland: Achieving Control Through Process Management

## World Class Manufacturing (1988-1997) Aerospace

Overarching Methodology for complete turnaround of companies, based on process management

1. Cellular
2. People Empowerment
3. JIT
4. MRP
5. TQM
6. Continuous improvement

---

→ **Product-teams** as basis for any transformation  
Difficult: *non-visual* organizations and cultural change.



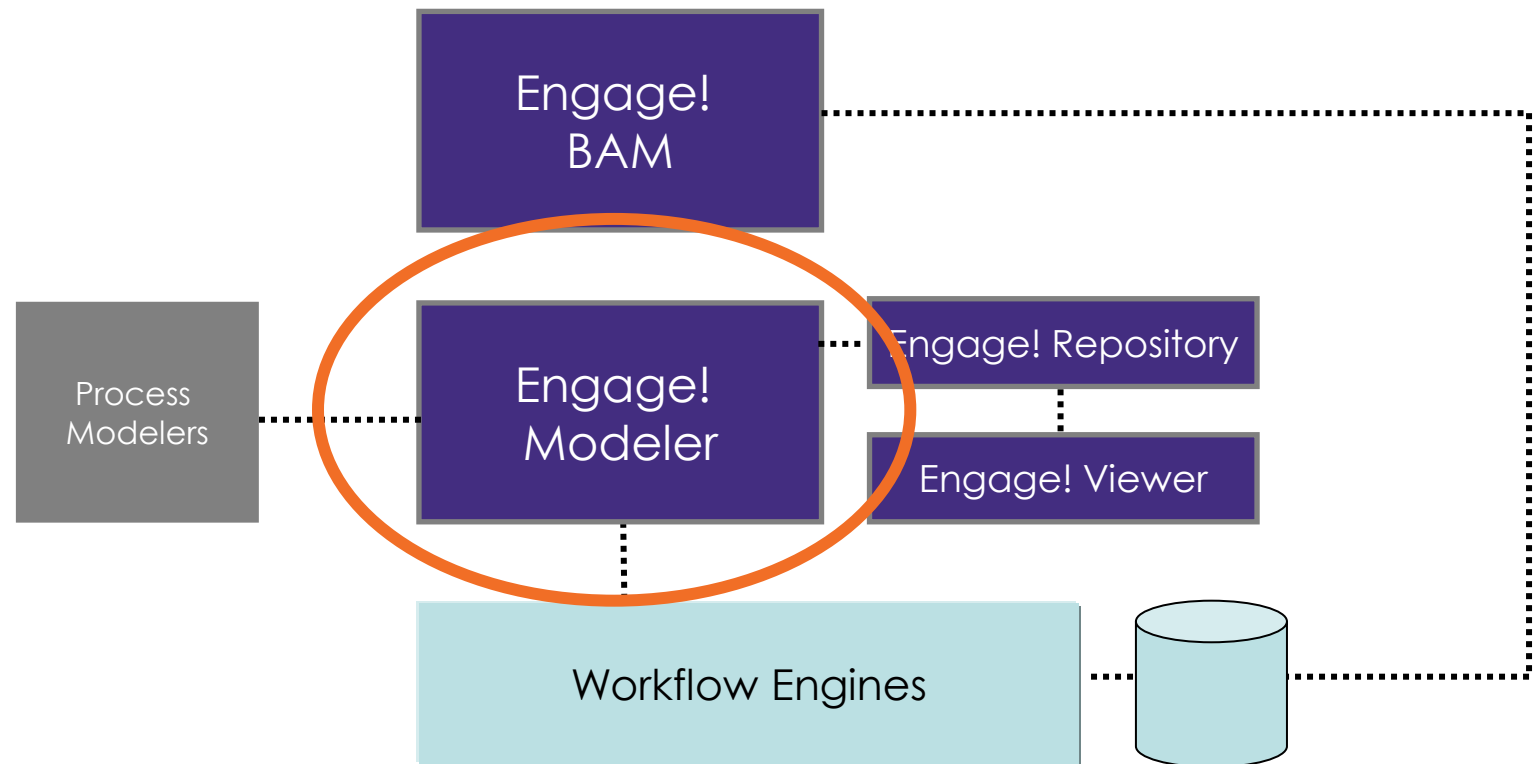
Ran into an **RPA-Firm** in Netherlands  
→ **Workshop Process Modeler**

April 1<sup>st</sup> 2008:

Spin off & Start of Engage Process

Remco, Pascal, Zbyszek, Dwi, Ted

CD-based software for PC



# SOME FACTS ABOUT ENGAGE PROCESS

**Engage Process**  
3 main modules  
9 supporting  
.....next

100% SaaS  
since 2012

Over 300  
customers  
66% Local Gov

60 customers in UK

19 employees  
Offices in Schiphol  
and Birghton

Partner programme  
150 partners

Annual  
conference in  
Netherlands

8 e-Conferences  
in 2022

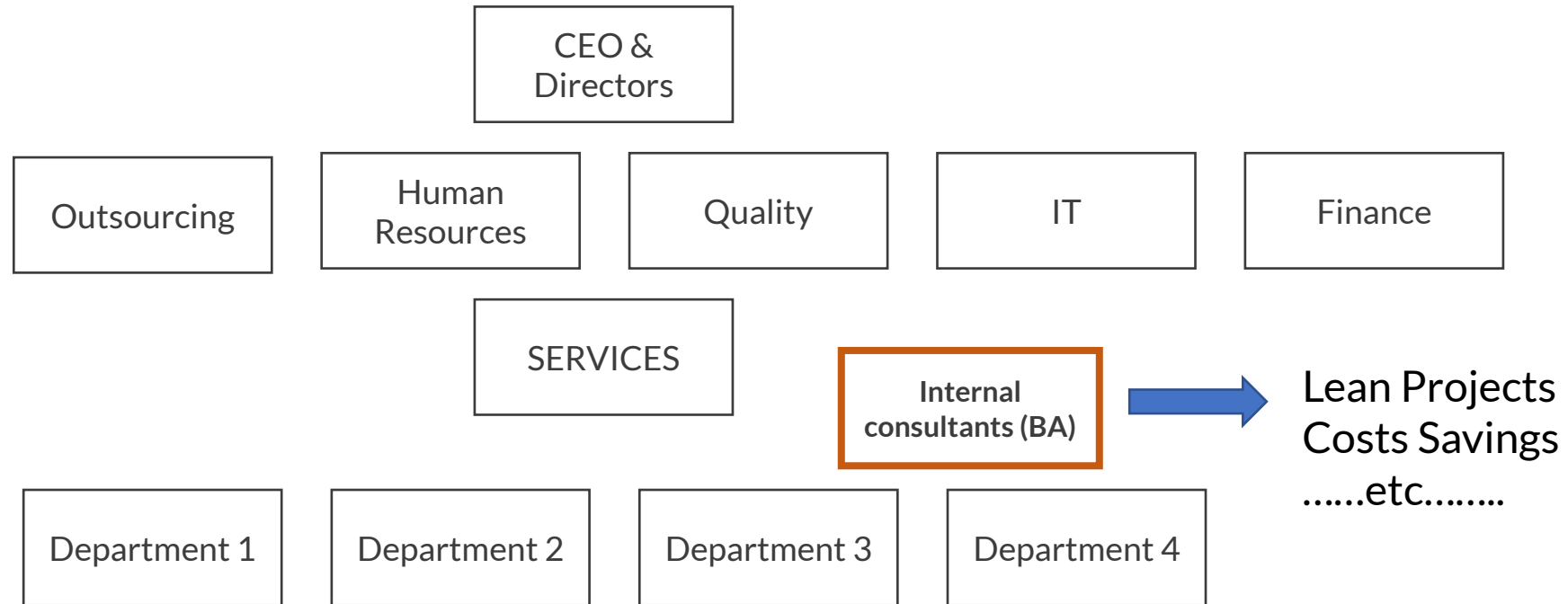
**WALAA**  
Andy Sandford

COVID/ REMOTE  
3-dec-2020  
**1500+** sessies

Regional  
conferences /  
User Groups

Special LinkedIn  
User Group

# Selling to.....

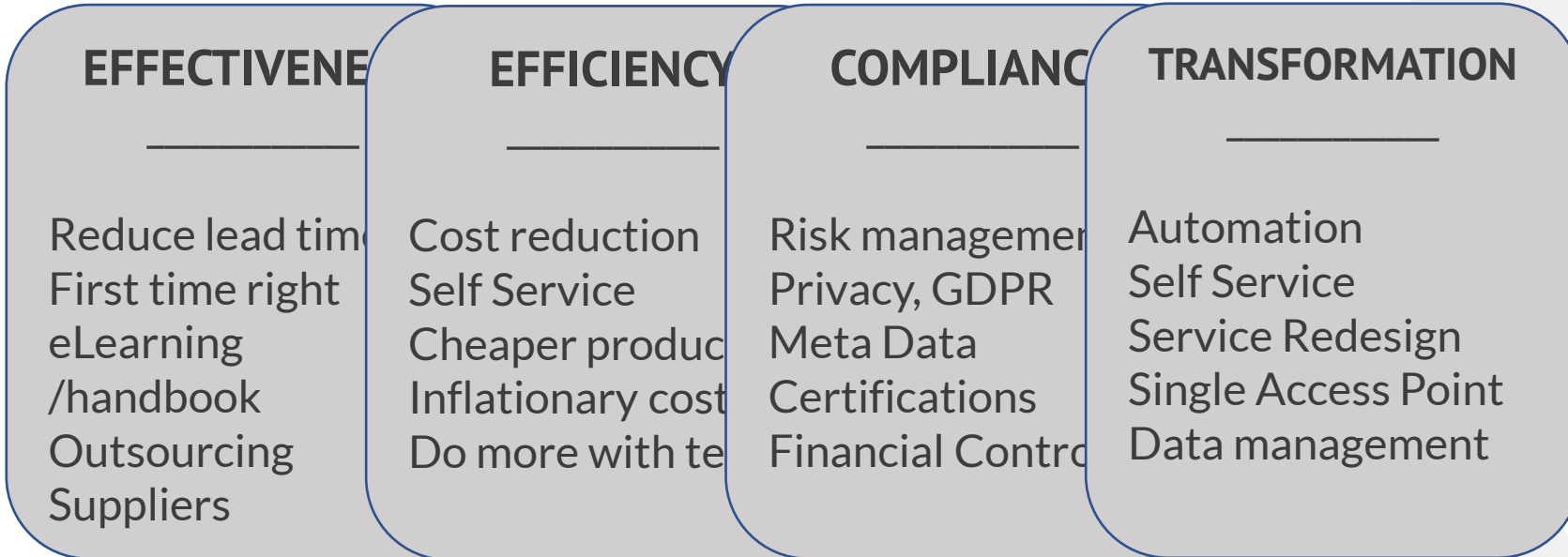


# Role of Process Management & Growth of the Engage Process Platform

Martha Calder-Jones  
Ted Twaalfhoven

# CHALLENGE FOR ORGANISATIONS

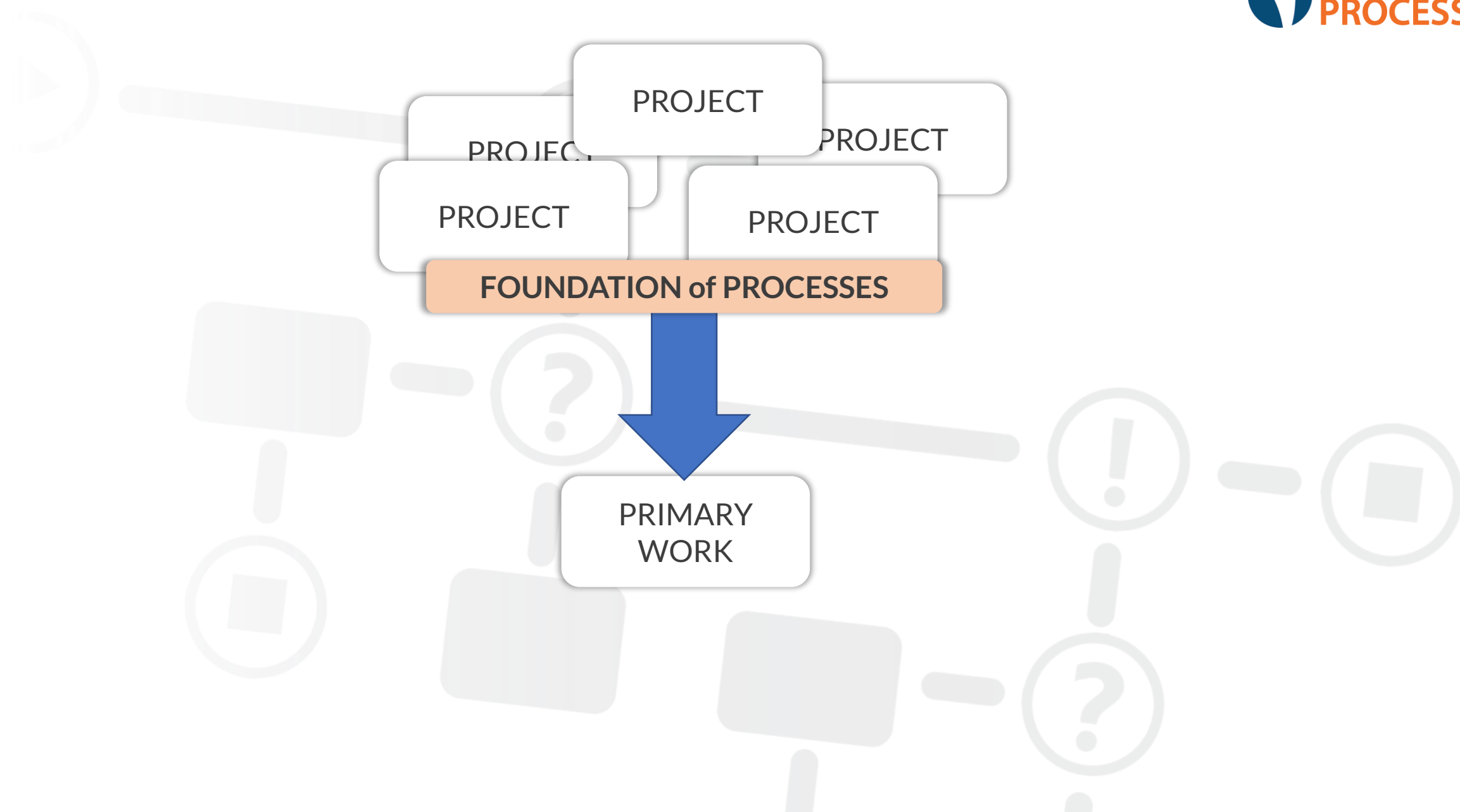
## Increasing Number of Projects & Responsibilities



- **Goals conflicting?**
- **Central Control?**
- **Spread leadership?**
- **Extra budget?**
- **Impact on work?**



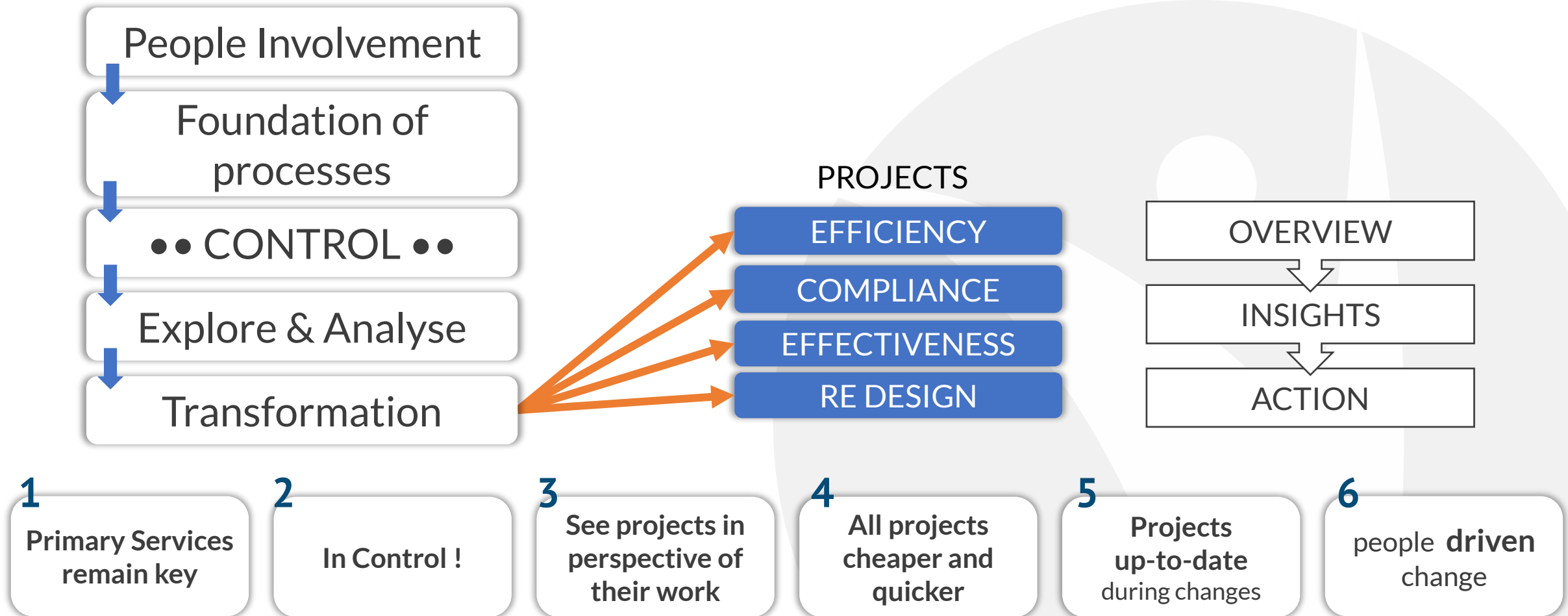
**How does it help me?**  
**Whom do I report to?**  
**Which priority?**  
**Time spent?**  
**Are we still servicing the customer?**





# ROLE OF PROCESS MANAGEMENT

*World Class, Lean, Kaizen, T.O.C., OpEx*



## Give Process Management the central role it deserves

1. Determine goals
2. Set up important data fields, project environment
3. Identify processes (primary, supporting, management)
4. Detail / map out most important customer focused processes
  - *People empowerment in participation*
5. Share with organization and continuously improve
6. Critical reporting and impact studies
7. Manage PROJECTS from within this approach

REFRESHING YOUR ENVIRONMENT – *re-introduction?*

## ***Modular Configurations***

*supported by Engage Process consulting services*

**PROCESS PLATFORM**

# HOW IS THAT DONE in the Engage Process platform



1. Tables
2. Users / Groups
3. Project Structure
4. Findings
5. Viewer navigation
6. Reports



# Process Management

## A stand – alone project or Change of organizational culture?

Edinburgh

1000  
processes  
in 2 years

Cheltenham

People  
Driven  
Change

West Lothian

SESSION

Glasgow

SESSION

South Ayrshire

SESSION