

# ***The Transformation of Process Management***

**Engage Process**  
*Ted Twaalfhoven*

# **TRANSFORMATION**

## **PROCESS MANAGEMENT**

from:

Special project  
& project team

to:

In-control foundation  
for the whole  
organisation



## Organisations see increasing number of projects

### EFFECTIVENESS

Reduce lead times  
First time right  
eLearning  
/handbook  
Outsourcing  
Suppliers

### EFFICIENCY

Cost reduction  
Self Service  
Cheaper products  
Inflationary costs  
Do more with team

### COMPLIANCE

Risk management  
Privacy, GDPR  
Meta Data  
Certifications  
Financial Control

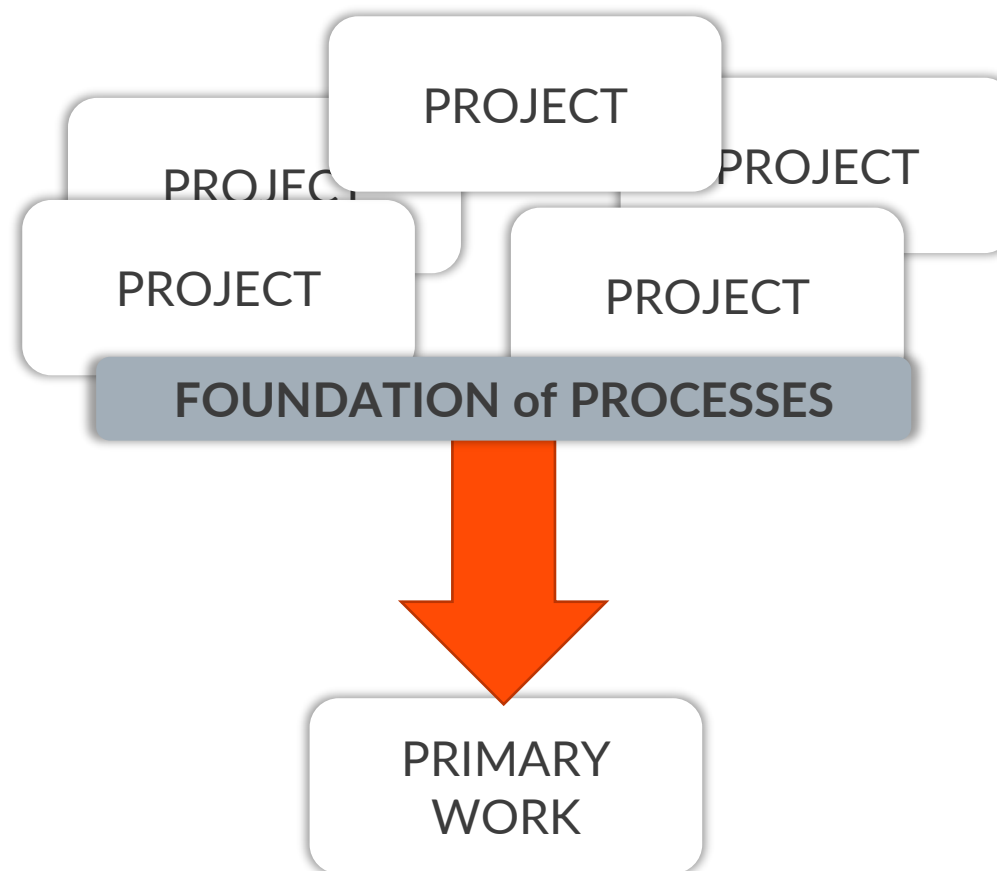
### TRANSFORMATION

Automation  
Self Service  
Service Redesign  
Single Access Point  
Data management

- 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?



# Central role for process management



1

Projects **up-to-date**  
when changes occurs

2

In Control... and Agile

3

Synergy between projects

4

All projects **Faster & Cheaper**

5

Organisation keeps **Focus**  
on primary services

6

Employees see projects  
**In perspective** of their work

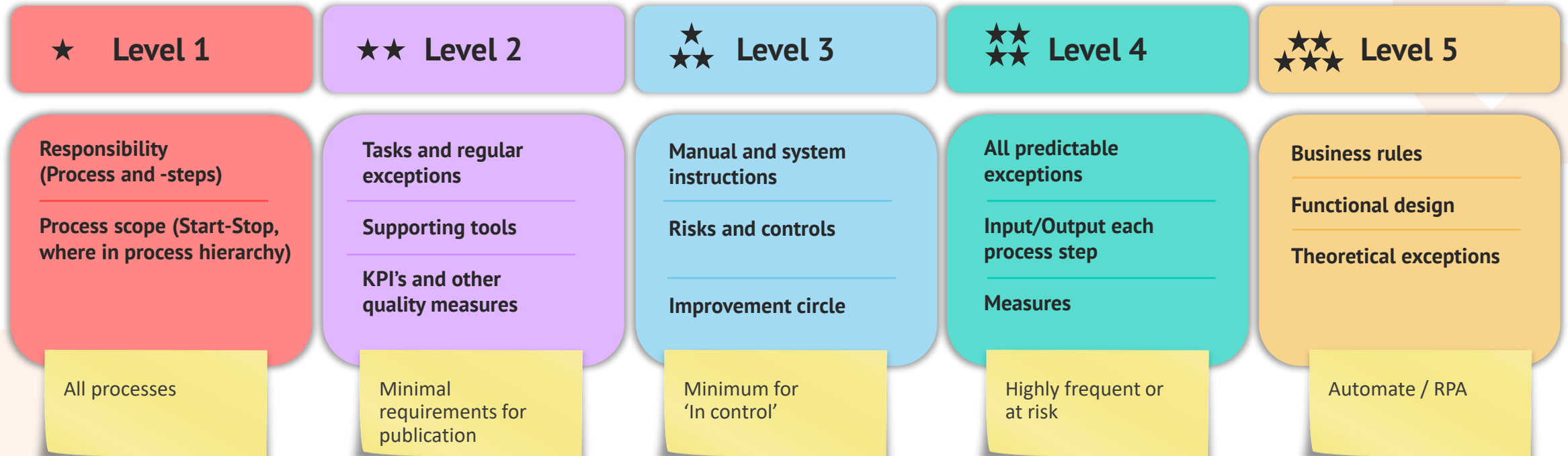
7

**People driven** change

# Addressing themes from the In-Control platform

**PROCESS PLATFORM**

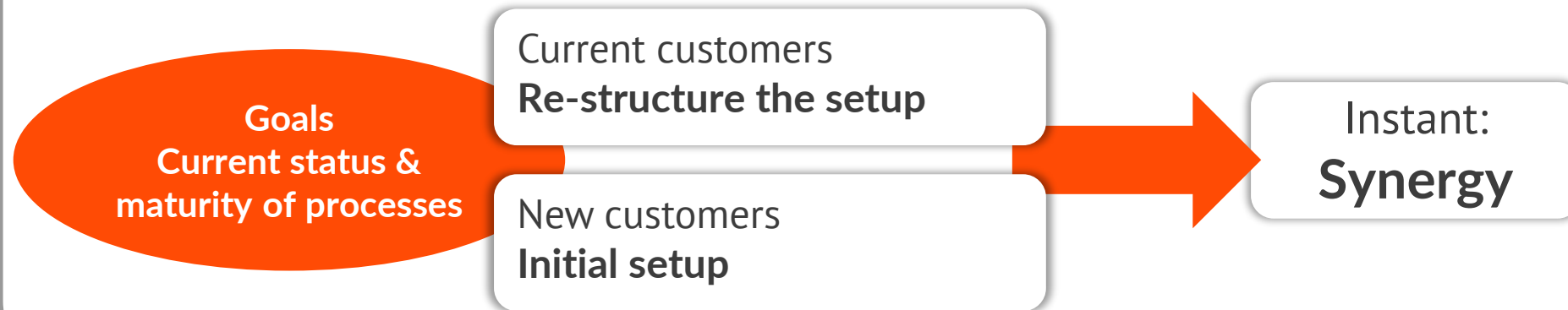
# Maturity model



# Pragmatic support by Engage Process team

**1. Re-introduction:** 1½ hour session, QA, IT, FIN participate → Plan via Account manager

**2. Consulting:** ½ - 2 days.



**Knowledge base:** example processes, Configurations, Cases

**Regional sessions:** exchange ideas within your area



# ***Implementing Process Management in a Joint Venture***

**SCS JV**  
*Angelo Vinci*