

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

EFFECTIVENES!

Reduce lead times
First time right
eLearning
/handbook
Outsourcing
Suppliers

EFFICIENCY

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

COMPLIANCE

Risk management Privacy, GDPR Meta Data Certifications Financial Control

TRANSFORMATION

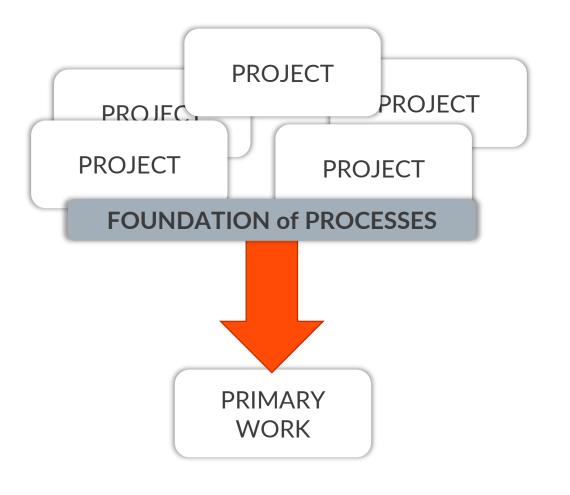
Automation
Self Service
Service Redesign
Single Access Point
Data management

- 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





- Projects up-to-date when changes occurs
- In Control... and Agile
- **3** Synergy between projects
- 4 All projects Faster & Cheaper
- Organisation keeps Focus on primary services
- 6 Employees see projects In perspective of their work
- **People driven** change

Addressing themes from the In-Control platform



PROCESS PLATFORM

Maturity model



★ Level 1

★★ Level 2

Level 3

** Level 4

Level 5

Responsibility (Process and -steps)

Process scope (Start-Stop, where in process hierarchy)

Tasks and regular exceptions

Supporting tools

KPI's and other quality measures

Minimal requirements for publication

Manual and system instructions

Risks and controls

Improvement circle

Minimum for 'In control'

All predictable exceptions

Input/Output each process step

Measures

Highly frequent or at risk

Business rules

Functional design

Theoretical exceptions

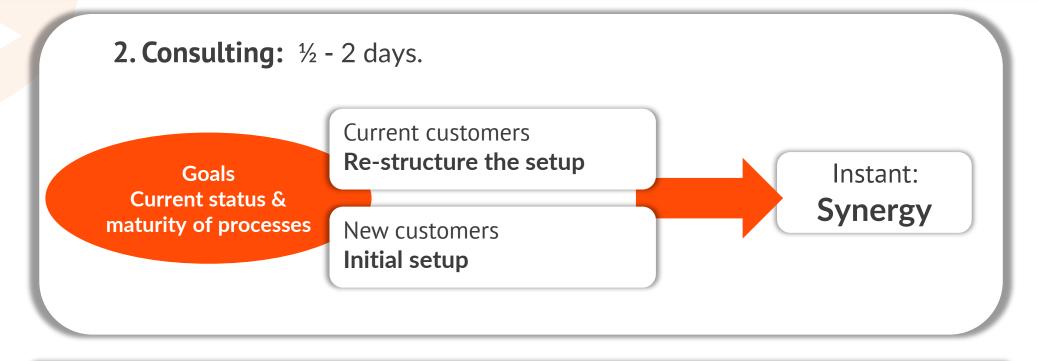
Automate / RPA

All processes

Pragmatic support by Engage Process team



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



Knowledge base: example processes, Configurations, Cases

Regional sessions: exchange ideas within your area



Implementing Process Management in a Joint Venture

SCS JV Angelo Vinci