Business Process Mapping & Management

What gets planned gets measured
What gets measured gets done

Program #:Biz Process Map & Manage VBPM-PI 20120827

Moderator

Janelle Abaoag

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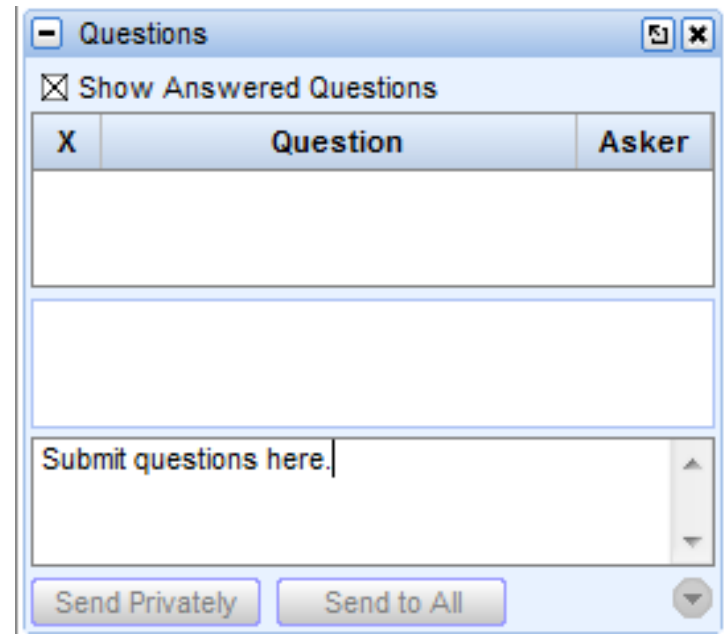
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Before we get started...

- *Phones will be on mute*

- *Ask questions using your GotoWebinar panel*

- *Webinar recording will be available*

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About the Presenters

- ## Ahmad Iqbal,
    - President, BPM Advisors, LLC (www.bpmadvisors.com)
    - Consulting Areas: Strategy, Project and Program Management, Change Management, Process Development and Re-engineering
    - Adjunct Professor, School of Business, University of Redlands, CA

- ## Mo Aiken
    - Principal Advisor, Barra Gwynn Enterprises
    - Professional Services Provider – Advisor, Consultant, Trainer
    - Eclectic leader/solution provider in SW and HW design; Methodologies and Processes for: defense, physics SW, gaming, SFA, IC Capital and other industries

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VBPM

PMI PDUs

- This webinar is valued at 1 PDU
- The PMI category for this webinar is Category B
- VBPM follows the same quality standards in the develop and delivery of their training as an approved REP
- Feel free to use Project Insight or VBPM for your PDU submittal
- Program #20120827

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Business Processes

- Set of inter-related activities undertaken for a business to deliver its product or service to the ultimate customer

- Macro and micro level

- May vary from a very simple to fairly sophisticated

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Business Process Management (BPM)

- Management discipline and a set of technologies supporting management by process

- Disciplined approach from identification through measurement of business processes

- Achieve consistent, targeted results aligned to organization's strategic goals

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Benefits

- Understanding of organization's integrated processes
- Consistent application of process improvement cycles
- "No sacred cows", improvement is the goal
- Rapid recognition of any process failure
- Increased success improving processes

Business Process Mapping

- Mapping the Business is a continuing effort to define and identify:

  1) exactly what a business entity does,

  2) who is responsible,

  3) what standard a process should be completed and

  4) how the success of a business process can be determined

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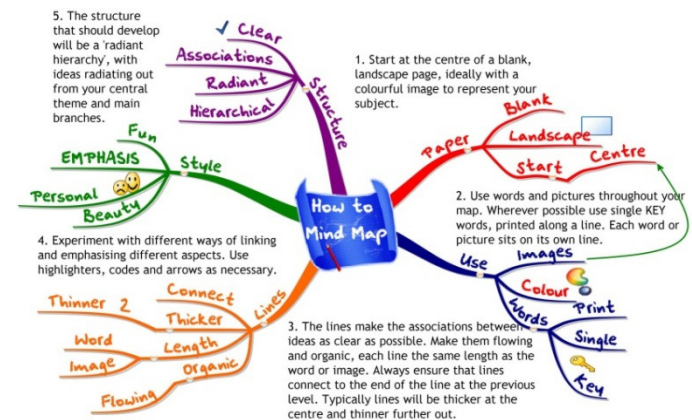
Poll

- Does your company use BPM?
  - Informally
  - Formally
  - No
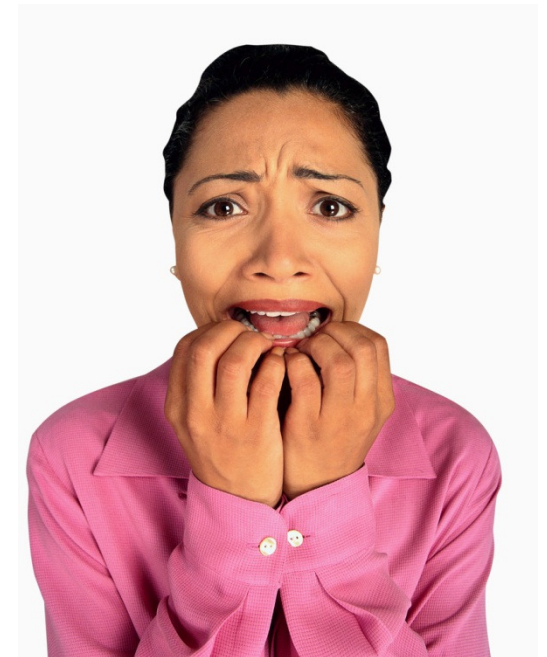
BPM Metrics

- Why are we doing this?
- What do you measure?
- How do you measure it
- Capture reality to improve ability to deliver

Business Performance

- Starts with inputs required for business performance or the reason the business exists
- Basis for defining successful completion

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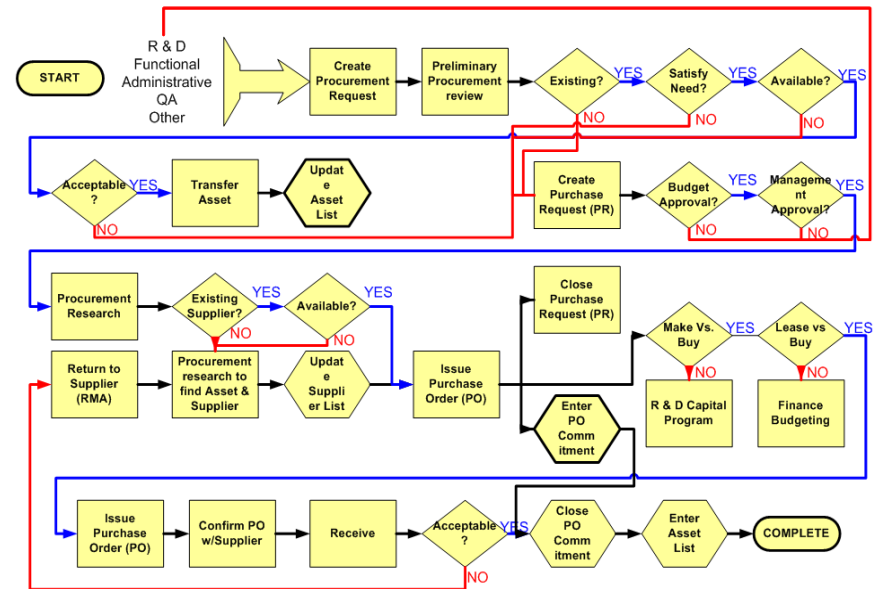
BPM Maintenance

- Continuous
- Based on objective feedback
- Improves integration
- Enhances communication
- Eliminate the unnecessary
- Monitoring and controlling results
- "Model" to test ideas

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Methodologies

- Process flowcharts simplify & make visible

- WBS type decomposition reduces complex activity; an inclusive method

- Indented lists, mind modeling, vector diagrams and any other means are most effective charts and conveys the all, not just the essential, elements

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Poll

- Does your company have standard Metrics to track process progress?
 - Informally
  - Formally
 - No

BPM Processes – The Flow of Work

- Start at the customer need

- Tracing each process step & decision with stakeholders

- Every necessary and meaningful activity to produce the result

- Validate the flow of work with all stakeholders

- Identify where and how to measure performance

PMO Risk Management Process

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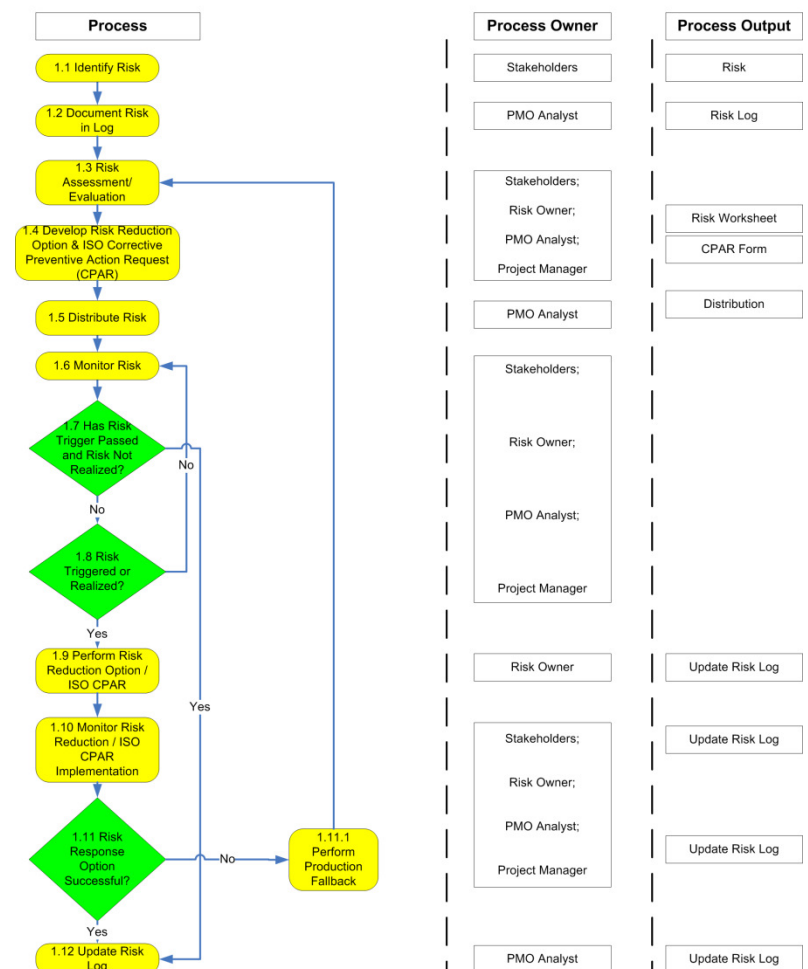
Who is Responsible?

- Identification of the role and boundaries of the process element owners

- Relationships between each of the participants during the process

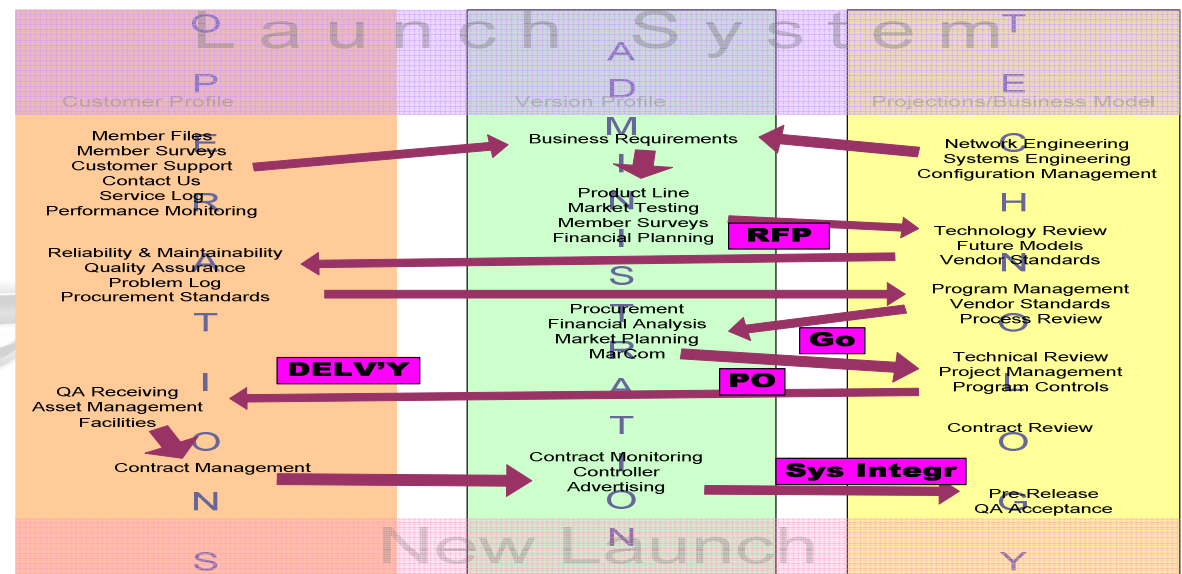See NOTICE Proprietary and Confidential on page 1
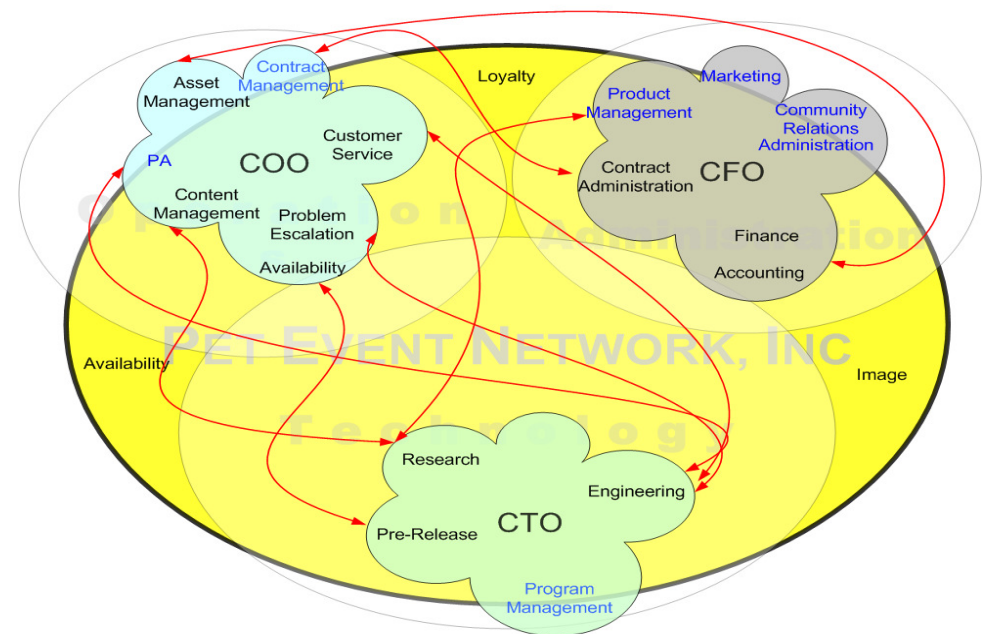
Team Ownership

- The team created the process diagram, they own it
- The team understands their roles and value to the organization
- The team has a stake in improving the process
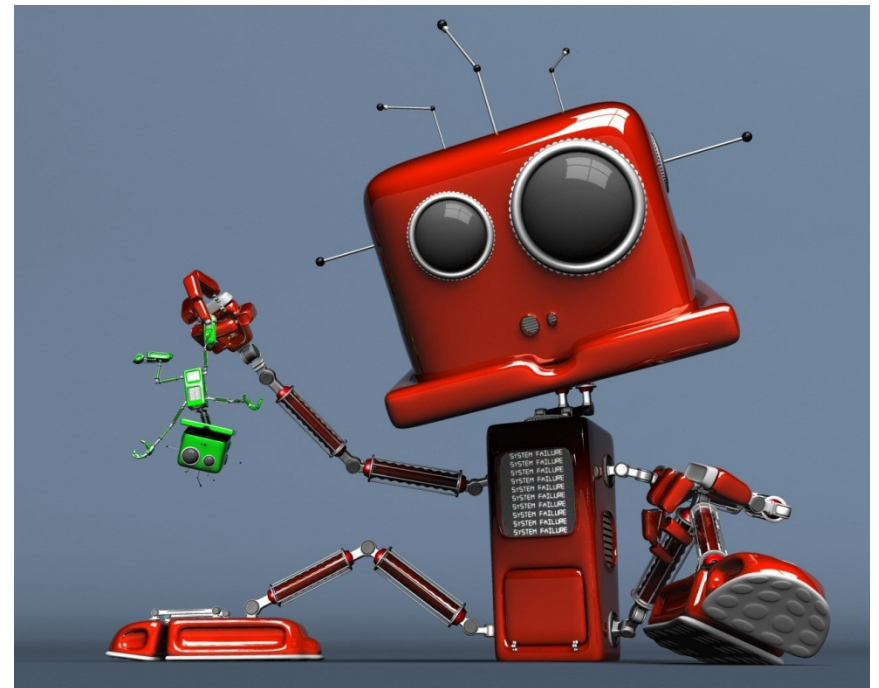

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Process Standards Review

- Means by which to measure various portions of the process – means to pass on to next step

- Relationships between standards established during the process to determine "drift" [variance] if any

Objective Approach

"A gram of experience is worth a ton of theory."

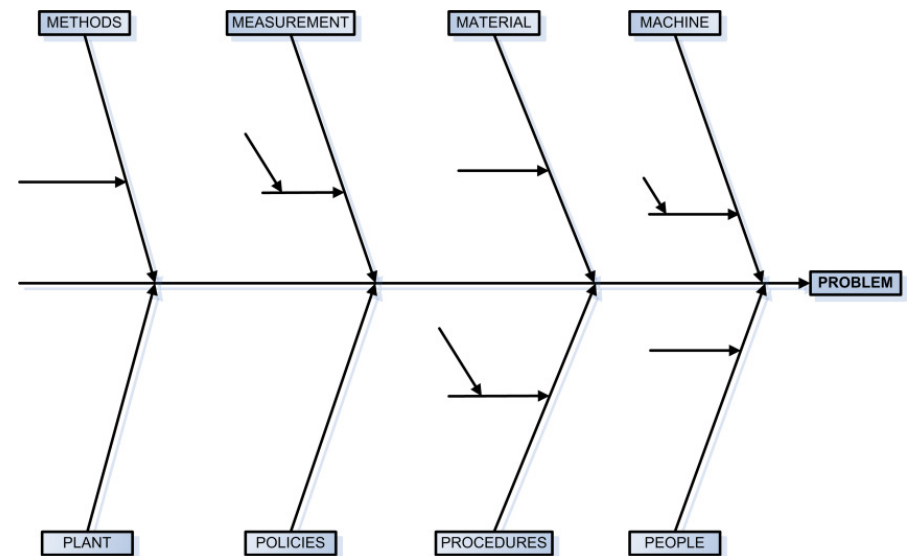Robert Cecil, 3rd Marquess of Salisbury

Outputs

- Comprehensive and concise description of critical outputs cell by cell

- Metrics to track the performance

- Reports to pin-point errors or failure

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Poll

- Are your process maps and reports posted for all to inspect?
  - Yes, limited distribution
  - Yes, openly
  - No

Integration

- The business process modeling effort is the recognition of the importance of **<u>integration</u>**

- Need clear methods for accepting the work in progress from one step to the next

- Each process step owner has the full responsibility to define the completion of the product or service

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Process Mapping Assessment

- Audits/assessments of the uninterrupted flow of work

- Addresses assumptions as well

- Allows the introduction of Best Practices & benchmarking

"It is not necessary to change. Survival is not mandatory."

Dr. W. Edwards Deming

Training & Speaking Availability

- VBPM, Barra Gwynn or BPM Advisors are available for training or speaking at your organization.

- Contact Mike Beard
  - mikebeard@vbpm.org
  - 714-357-6766

Los Angeles Police Department
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