

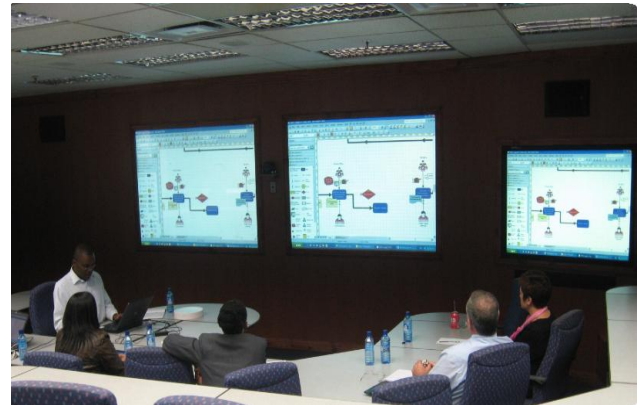
The benefits of good business process practices need little explanation – it is the very essence of business. It is like veins are to the body, a vehicle to ensure the necessary oxygen and minerals get to each and every cell and organ to ensure healthy living.

Dr. W. Edwards Deming, known for his work on quality management said “If you can’t describe what you are doing as a process, you don’t know what you’re doing.”

Most corporations have been applying business process analysis and practices for many years and some have made substantial investments in process mapping and workflow tools. Yet, it is often hard to reap the benefits of these investments. Process documentation is often used in the short term for specific projects and the material quickly gets outdated. Or it remains the domain of business analysts and IT staff and the business people, who need to execute these processes, are far removed from owning it. The same “issues” and problems repeat itself over and over again, leading to inefficiencies, frustration and low morale, not to mention loss of revenue.

In his book, *The Agenda*, Dr Michael Hammer surmises that “Without process, companies decay into a spiral of chaos and internal conflict.” He defines process as “an organised group of related activities that together create a result of value to customers”. The ProcessStep methodology has been developed with this definition in mind. It does not matter what process mapping tool you use, this approach will help you derive maximum benefit.

ProcessStep goes far beyond “mapping the process” by ensuring all role players in the process get an in-depth understanding of the end-goal by ensuring that each link in the process chain not only understand his own responsibilities, but that there is a common focus on the end result. It ensures clear ownership of the overall process and equips the Process Architect or Business Analyst to work with the role players to eliminate duplication and inefficiencies. It will teach you the first steps to



change your organisation into a process focused enterprise.

ProcessStep enables you to focus on process through various lenses:

- Understanding the process end-to-end in terms of who does what when;
- The flow of documentation throughout the process;
- Ownership and accountabilities;
- Risks and controls;
- Management Information and Performance Indicators;
- Inter-relationships between processes (in the enterprise, division or department);
- Governance and compliance (statutory, company policies, quality systems, etc.);
- Organisational development (roles, skills, competencies).

Some of the immediate results that can be seen from applying this methodology are:

- Your business teams will love the inter-active workshop approach and will start “talking and walking” their process;
- Performance and staff morale will increase - people understand the “big picture” and the importance of their respective roles in it;
- Buy-in to business change is high since all role players provide input;
- Knowledge transfer takes place and teamwork increases.