

MAPPING THE ROAD TO SUCCESS

BUSINESS PROCESS MAPPING AND IMPROVEMENT

A PICTURE PAINTS A THOUSAND WORDS



Business process maps are created, as a way to illustrate the most common logical flow of information in a process from one activity to another and all the relevant sources, resources, documents and decision points that influence that flow. Much like a road map is to a driver, business process maps guide users and organisations through each step of a process, highlighting key hand off points, decision points and milestones, in a standardised pictorial view. Business process maps also illustrate all activities that act as either value add enablers or value add inhibitors in a process, helping to uncover opportunities for improvement.

This is especially helpful for Enterprise Software Projects. The ability to identify current process challenges and understanding how to address these challenges is essential in ensuring that the foundation for a successful system or process improvement initiative is set and the organisation is working towards the desired outcome.

It is surprising how many organisations commence this fundamental building block for any system improvement initiative too late. A common reason for this is that initially the improvement initiative takes a system-based approach, rather than a process based approach. This can lead to significant financial and cultural losses that may be irreversible or non-recoverable.

BPM ensures a process-based improvement which eventually has any system working for the organisation, rather than the other way around.

83% OF

ORGANISATIONS

THINK BPM IS KEY

A Study conducted by TNS global in 2015 that surveyed organisations from Australia, New Zealand and the US found that 83% of organisations felt Business Process Mapping plays an important role in helping meet their organisational goals and in particular maintaining consistent and efficient performance.

In fact sentiment surrounding BPM was so strong that the organisations surveyed ,plan on increasing the spend on BPM activities by 70% over the next three years to achieve their performance growth goals.

The reason behind the push for BPM, especially when it comes to system upgrades, is that when BPM is done correctly organisation are able to use BPM to:

- Capture business knowledge comprehensively and consistently
- Challenge existing processes to identify issues and improvement ideas
- Better define business requirements
- Achieve buy-in for change with their user group
- Identify and implement "Quick Wins"
- Collect the necessary input for selection, scoping, design, testing, documentation, change management and training required during the implementation of new Enterprise software solutions and allow on going continuous improvement



BPM SHOWS YOU HOW YOU DO THINGS TODAY

A step often missed by organisations when upgrading or changing enterprise software solutions is mapping as-is processes. The reason for this it is considered wasteful to map something that is changing once the system is in place. However, the benefit of mapping processes is that they shine light on the things that you do best and the areas that you can improve in, without limiting your vision to what you already know.

In fact, the act of mapping processes in itself leads to critical discussions and often uncovers and highlights requirements that may not have been considered previously. Additionally, organisations also uncover the processes that provide a real competitive edge that should be retained and nurtured going forward.



BPM CLARIFIES WHAT YOU WANT IN THE FUTURE

Another common misconception have when selecting and implementing new system is the belief that the implementation consultants will automatically know the ideal way or best practise way process that an organisation should use. However, in some instances the standard system process does not suit the needs of the business because it hinders a core competency unique to that organisation or fails to add any value to the process they are trying to improve.

Mapping out your desired could-be processes, is essential to avoid disappointment and disengagement. By mapping out desired processes in a system agnostic approach, you focus purely on your business and user needs, and you select and implement the best-fit solution. It is much easier to then make the system fit the business in those critical non-compromise areas of your processes and ensure no negative compromises are made.



BPM HELPS YOUR USERS ADOPT TO THE CHANGE

Even the best-fit Enterprise Software Solution projects can fail if users do not accept the new system. According to a study conducted by Prosci on 822 organisations, resistance to change was considerably less when employees were engaged earlier in the process.

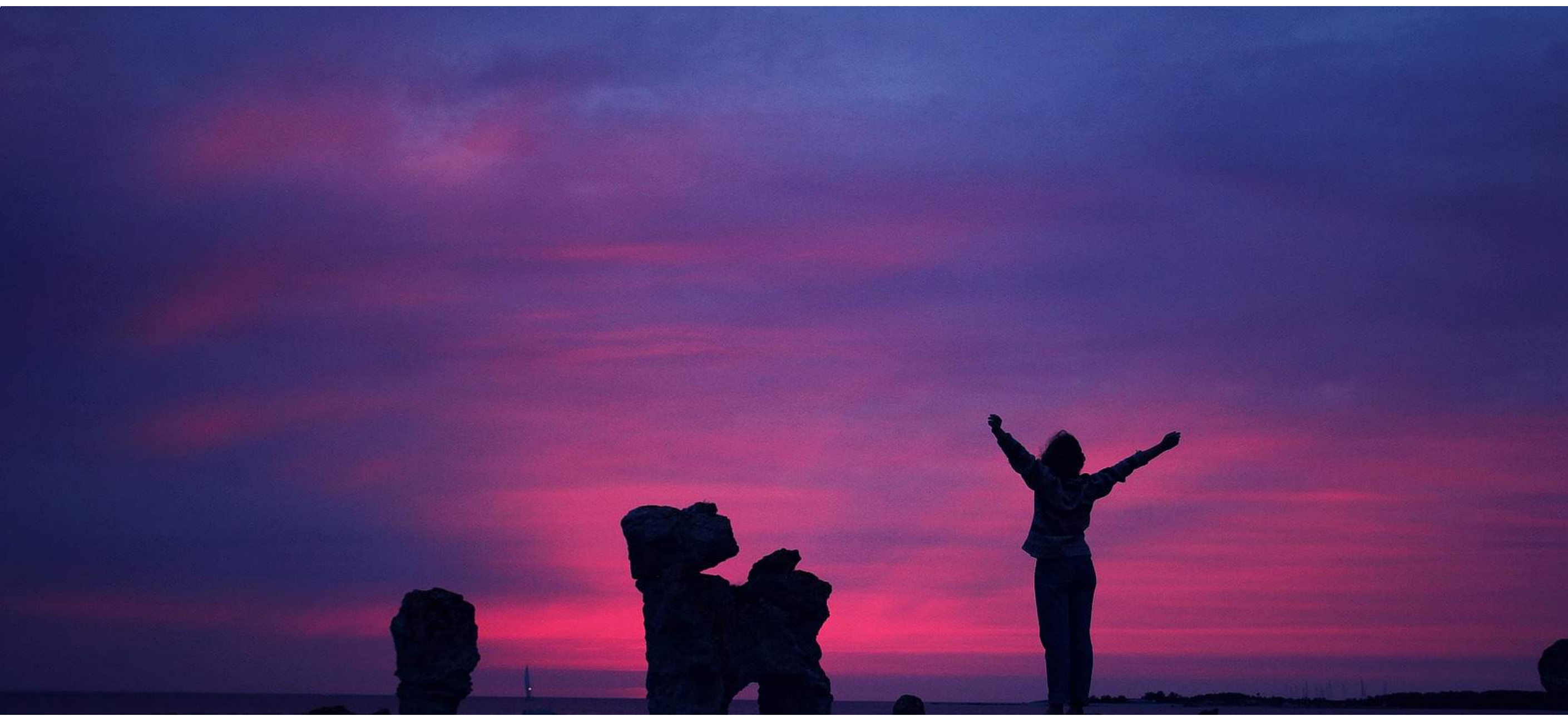
Business Process Mapping, can be used to encourage adoption of change as it involves users in the early stages of Enterprise Software projects. It empowers them by allowing them input into the requirements and then take ownership of the selected solution. The maps also serve as a constant reminder of why they are changing, helping to understand what is changing and defusing confusion and as training and reinforcement aids once the solution is in use.



BPMI IS A CONTINUOUS ACTIVITY

Business Process Mapping does not stop once the system is implemented. The biggest benefit of the process is that it is on going and can be used to further analyse critical business activities to pinpoint any issues or areas of potential improvement. Armed with business process maps businesses can dedicate resources to the task of monitoring and updating processes as the business grows and finds more efficient and better ways of doing things.

Having an existing base set, makes this less obtrusive and embeds a culture of improvement into the organisation. This is especially true if processes are kept up to date and are readily available to the wider user group for reference and review as part of their day to day job. There are systems in place that can assist with this from simple easy storage and upkeep of maps to integration into a single sign on environment that guides users through critical processes following the maps.



>50% DO NOT HAVE BUSINESS PROCESS MAPS

So with all the benefits of Business Process Mapping, you would think more organisations would take advantage of them, especially when implementing Enterprise Software Solution. However, the study conducted on Australian and New Zealand businesses found that less than 50% had business processes mapped at all and of the ones that did more than half believed the maps to not reflect their current processes correctly.

The main reasons why organisations seem to skip the mapping of processes are:

1. A Lack of Resources to map the processes initially
2. A Lack of Time
3. A Lack of Consistency of processes within the organisation making process mapping complex

Given the benefits of BPM to Enterprise Software Selection and Implementation it is a key task within Solution Minds Methodology. We have consultants that can provide projects with the resources, expertise and experience to guide their key process owners through the mapping of process and facilitate discussions to come to key process decisions, reducing inconsistency of processes.

USE A SPECIALIST FOR ERP FOCUSED BPM PROJECTS

There are some external contractors who claim to have business process mapping experience and sell themselves as Business Analysts to companies looking to improve their processes and to gather requirements for Enterprise Software decisions.

Not all external Business Analysts are created equal, with many having skills in BPM but having little experience in Enterprise Software and lack the knowledge to focus their BPM efforts to the needs of the Enterprise software.

Key Reasons and Benefits	Solution Minds	Contractor	Internal
Broad and deep functional and technical knowledge <i>- to hit the ground running and ask the right questions</i>			
Substantial ERP implementation experience <i>- to produce output at the right level of detail</i>			
Uses proven methodology and BPM industry standards <i>- to ensure standardised, quality outputs</i>			
Large team of system consultants and BA's <i>- for support and guidance</i>			
Extensive knowledge base of industry and functional good practice processes and requirements <i>- no need to reinvent the wheel</i>			
Understands how BPM deliverables integrate with Selection and Implementation phases <i>- to realise maximum benefits</i>			

WE ARE EFFECTIVE AND EFFICIENT

Your Success is Ours. We are Australia's leading Independent Enterprise Software and Process Consultants.

Our Business Process Mapping Services are specifically designed to assist in the identification of key requirements need for Enterprise Software selection and implementation. We bring experience, structure and security to your project.

Experienced Business Analysts

- Deep industry and functional knowledge
- Specialist facilitators
- Focused on business requirements and change management

Market Leading BPM Tool

- Rapid and efficient process modelling
- Encourages collaboration
- Facilitates continuous improvement
- Better on-boarding and training

Proven Approach

- Process mapped at the right level of detail
- Professional documentation of corporate knowledge
- Key input for System Selection, Scoping and Implementation
- Value for money

OUR BPM&I PROJECT TRACK RECORD

We have been lead over 45 different BPM projects with 36 different clients since 2006. Mapping well over 1000 different processes.

ENGAGE

SOLUTION

MINDS TODAY

Knowledge

Independent Specialists not Generalists
Extensive market knowledge & IP
This is what we do for a living

People

Professional team with deep systems and process improvement experience
Guided self service to full consulting support to lead your project to success

Technology

Game-changing Decision Support technology
Cloud-based BPM tool
Rapid process analysis and requirements definition

Methodology

Comprehensive, proven and efficient
Quality outputs
Lower Risks

