

BPM 2 – Using the **XeP3** Tool to Manage Your Business Processes Strategically and Achieve Operational Excellence

THE INCREASING NEED FOR GOOD BUSINESS PROCESS MANAGEMENT

The strategic agenda for most businesses today is likely to include both productivity/cost, increases in customer service and increased performance. The likelihood today is that much of this performance increase will be expected to be achieved through better process management. This is because the more traditional cost cutting and more obvious outsourcing opportunities are likely to have been harvested.

There may also be plans to outsource or partner with organizations to achieve these goals. However based on experience gained in the last few years, the outsourcing and partnering agenda is likely to have a large process management component to ensure that outcomes are managed to increase delivery and avoid reducing it.

WHY MANAGING BUSINESS PROCESSES STRATEGICALLY IS NOT EASY

Most managers are familiar with the need to define change in process terms. The issues faced today are such things as:

- the difficulty of pinpointing where the changes are needed,
- communicating the need to the staff who are required to change and
- knowing that the change has actually happened.

Unless these are addressed well, it is virtually impossible to gain the full benefits.

A very real problem is that most process analysis is done in such a way that the weaknesses and opportunities in business processes are not pinpointed. As a consequence, even after doing work to establish the likely size and nature of the prize, it is still extremely difficult to engage the staff and establish clear management accountabilities for each of the individual changes that need to occur. As a consequence project teams often have to operate outside the existing management framework and teams - and have to fight the established management system rather than use it. As a consequence delivery is slow and yields are compromised.

BUSINESS PROCESS MANAGEMENT USING THE **XeP3** TOOL

The **XeP3** has been designed from the ground up to ensure that you get the results that you need.

Easy to use, fully understood and agreed real data. Real process data is quickly and easily developed by the staff working in their own teams. This gives three advantages to ensure that you deliver. The first advantage is that because the staff all know what they, and their team members, actually do they are able to define exactly what is really happening. The second is that they quickly adopt the standard **XeP3** way of describing activities thus establishing a common language that transcends your organizational boundaries. Thirdly the data can be easily extended to other parts of the business and to partners, outsource suppliers and customers to allow them to be fully included.

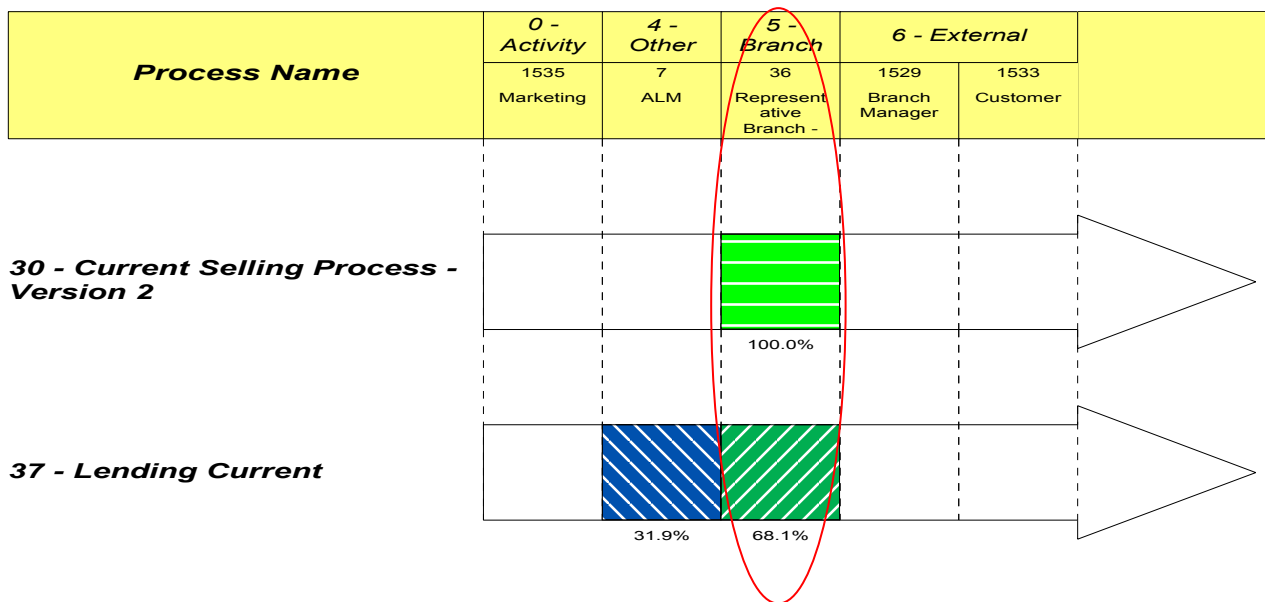
The extract from the **XeP3** data base below shows how the data built up in the teams (Marketing, ALM, etc.) are linked together into the structure – the Branch etc.

BUILD AND ADD WORK TEAMS WHEN YOU NEED

0 - Activity	4 - Other	5 - Branch		6 - External					
1535 Marketing	7 ALM	36 Representative Branch -	40 New Representative	1501 Customer	1511 Local City Council	1513 Applicant's employer	1529 Branch Manager	1533 Customer	1540 Trade References

Flexibility to describe your processes which completely fit your business. The natural work team way of developing and holding the data allows you to draw the data together using familiar windows based routines. You can thus construct your business' unique end to end processes to really describe the way your strategic processes actually work.

DRAW DOWN THE DATA FROM THE STRUCTURE TO DEFINE YOUR PROCESSES

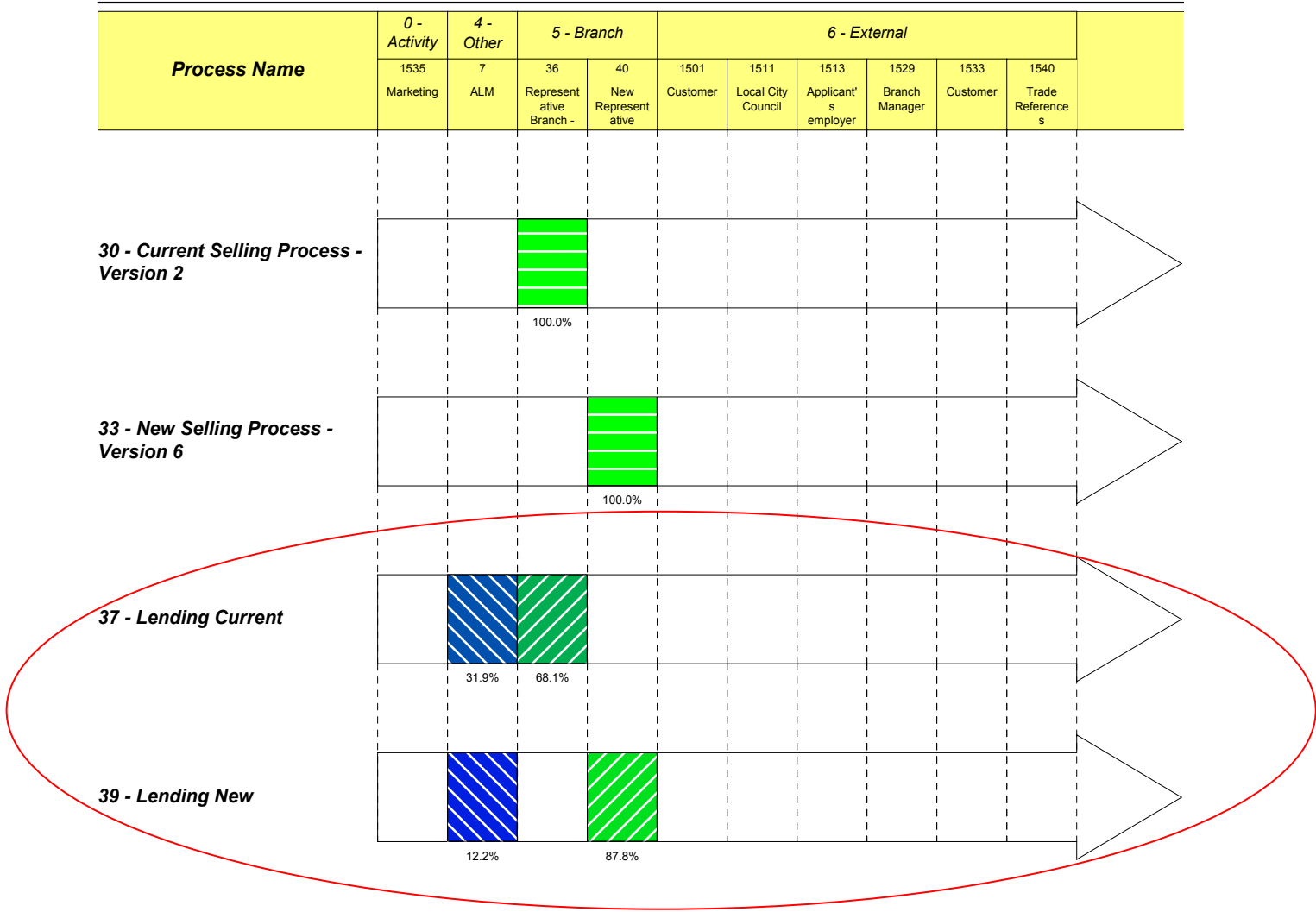


Now you can engage anyone in your business at any level in a short workshop to address particular issues. You can also have complete confidence that everyone will fully understand, and be comfortable, with the detail of how the process is operating and where the failure is – denial will be a thing of the past. You can also be confident that however management choose to define processes you can provide it – so no more late night working to try to make present flowcharts which people will accept.

An example of the three “standard” levels of process representation is attached.

Clear Accountabilities to Drive Results Immediately. **XeP3** will provide you with the information to pinpoint the priority changes needed in each end to end process. You, and those people involved, will be able to locate instantly where the deficiency you are interested in affects the other parts of the process and therefore pinpoint the team(s) you will need to quickly agree the solution. You will then be able to use the patented **XeP3** features to instantly access the appropriate organizational team(s) where the change(s) are needed to be made and agree the accountability for delivery.

You will find the tool invaluable in helping you to achieve your goals because it will provide you with the integrated capability to model your “to be” processes. It can also use the integrated planning and monitoring features so that you can be confident that you have all aspects of your project under control.



You are therefore able, with **XeP3**, to document what really happens using the power of your organization’s structure, analyse and plan your changes by process and implement by structure.

When these changes include substantial systems changes then you have the additional benefit of being able to use **XeP3** to agree and manage the needed preparatory and training initiatives in a fully integrated way.

Automatic Documentation. In conventional change programs it is quite common for the change project and the subsequent documentation, training, measures etc to be addressed by different teams, often to different timelines. Using different teams is costly and difficult to co-ordinate. The **XeP3** Tool provides extensive facilities to integrate and automate the management of your process infrastructure (the documentation, training, competencies, policies, measures and audit plans, etc).

No.	Step	ALM	New Representative Branch	Customer	Local City Council	Applicant's employer	Branch Manager	Trade References
1	Loan Application Receipt and Initial Capacity							
1.1	Contact branch for loan							
1.2	Assess customer needs and detect sales opportunity							
1.3	Determine size of opportunity							
1.4	Provide quotation by computer calculation							
1.5	Provide Quotation by computer calculation							
1.6	Discuss quotations							
1.7	Discuss quotations							
1.8	Look up additional quotations if required							
1.9	Look up additional quotations if required							
1.10	Explain documents that will be required for verification							
1.11	Get full explanation of required documents							
1.12	Request basic details (name, address, etc)							
1.13	Supply basic details							
1.14	Request basic details of expenses and income(s)							
1.15	Supply basic details of expenditure and income							
1.16	Subtract expenses from income to give Capacity Calculation							

These features obviate the need for intensive co-ordination and means that your supporting process infrastructure is always up to date. It also means that your process infrastructure is available when you need it - to support changes as they occur.

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