

BPM 4 – Getting Results Immediately by Using the XeP3 Tool to Manage Your Business Processes Priorities

MAKING USE OF XeP3 IN YOUR ORGANIZATION

The **XeP3** Tool is a comprehensive tool for determining what people do, as well as managing business processes strategically and maintaining them up to date. It enables organizations to start with the easy to use **XeP3** process recording tool that enables you to pinpoint opportunities for improvement quickly and quantify them precisely. In as little as three or four elapsed weeks users can expect to have comprehensive and superior information on what their organization really does, how much resource is absorbed and have each element of process failure pinpointed. These timeframes have been achieved in organizations ranging up to 23,000 staff.

XeP3 therefore provides the features and capabilities needed to allow you, and thus your organization, to develop and manage business processes across multiple businesses and use knowledge management to both focus and drive dramatic productivity improvement and business growth. As and when you require it, **XeP3** will then provide fully integrated tools to enable you to progress from your initial mapping project.

The **XeP3** tool will enable you quickly and easily to:-

- Model your planned process changes,
- Support your change planning,
- Set up and routinely generate reports for implementation monitoring,
- Set up and routinely provide process performance measurements,
- Automate your procedures documentation, policies, process audit steps etc.

START SIMPLY AND PROGRESS TO SIX SIGMA, EVA, BALANCED SCORECARD, ETC.

Speed. The **XeP3** tool will meet your need if all you want to do is quickly and efficiently understand what each of your work teams actually do. The comprehensive data that this will provide in less than 3 weeks will enable you to examine easily how each team is focused. This will be invaluable if you are engaged in consolidation or merger programs or if you simply want to get your team to perform better.

A Compelling Case. When you are ready, the **XeP3** tool will allow you to build on your investment and assemble the data already gathered into the business processes you want to improve. **XeP3** will allow you to use the basic team data to draw together in a few hours a comprehensive process description which otherwise takes many months. The output will allow you to easily establish and agree priorities for improvement as the automatic quantification will provide a compelling case to everyone involved. If you have already embarked on a Six Sigma program then **XeP3** will guarantee that you are focused on all of the business priorities. If you are just starting it will provide you with all the essential tools that you need.

Modeling, Planning and Tracking Implementation. **XeP3** will then give you the mechanisms to plan, model, manage and monitor your change within your team(s), across the business or in the end to end processes (including your suppliers and customers).

XeP3 will also support you to manage efficiently the deployment of other business initiatives, which you may have in hand, such as the customer focused organization, the Balanced Scorecard or EVA.

Focusing IT. **XeP3** is also widely recognized as the tool for focusing IT investment on priority business delivery as well as speeding up the implementation of other improvement frameworks such as Value Based Management.

Proven. The **XeP3** tool and the supporting methodology have been proved over some 200 applications in organizations. It is in use internationally providing the platform for process and knowledge management to provide bottom line focus and results.

GET RESULTS QUICKLY FROM A VARIETY OF CHANGE APPROACHES

The most common use initially for **XeP3** is to document each team's activity to provide a common and fully agreed description of exactly what **actually** happens in an organization. This data is virtually always delivered in less than four weeks even in the largest organizations. You will therefore, in four weeks or less, be able to set priorities and targets confident that they are based on agreed facts rather than assumptions.

Because you will know exactly what activities are actually carried out and how much each detailed activity or process element costs, you will be able to predict with confidence the outcomes. You will quickly find that **XeP3** will provide immediately, in an easy to use format, the benefit information for your business cases.

This fully agreed data will now make it so much easier to drive and get real results from your change program. For example, debates on the quality of data will become a thing of the past. Questions on who does which elements of the work or how much they cost are answered immediately and unequivocally. Even more importantly, the customer service reducing **XeP3-NOISE** activities and the critical value driving **XeP3-CORE** activities are clearly shown and quantified. This classification, which is unique to **XeP3**, is critical to all productivity and value enhancing work, including outsourcing, and is the essential base for all business focussed Knowledge Management approaches.

Five days of training will allow you to get started with confidence

You can begin using **XeP3** across a small number of natural work teams, or a larger scope as determined by your needs, very quickly. You will receive comprehensive software which will self install in your Microsoft Office environment. You will have access to a comprehensive training and an accreditation program when you see that your organization requires it.

Making use of what you will have learnt in five days of training, you will be able to have the process data which you need. This data will provide for each of the many detailed activities carried out in the organization:

- Staff written, thorough descriptions of each activity
- Quantification of how much resource each detailed activity absorbs
- Categorization – to instantly value and pinpoint all instances of **XeP3-noise** (waste) and **XeP3-core** (value driving) activity

- Multiple options to examine the data – by team, function, sub-process, department etc., using the embedded analysis routines.

Call for experienced support only when you need it to guarantee outcomes on time

To help you to deliver immediately you can arrange to have access to an experienced support person to help and coach if, or when, you need it. This support will be available normally by phone and email and your support person will, when needed, probably take advantage of being able to work with you on your data by using the capability to e-exchange your data.

If you require more help, perhaps because you have strict time frames which you have to meet, you can call for an experienced on site project manager to be provided so that you can be confident that you will deliver to expectations on time.

Make full use of the investment you have already made

Finally, if you have already made a considerable investment in the documentation of your processes, we will provide you with an assessment of how best this can be used and an approach to maximize its utility.

EXTENDING THE USE OF XeP3 WITHIN YOUR ORGANIZATION AND/OR INCLUDE YOUR PARTNERS OR SUPPLIERS

Unlike the more traditional forms of mapping you will find that you will easily be able to add to your process data at any time. The way the data is developed in XeP3 by natural work team makes adding to data unusually simple and flexible.

Include your suppliers, partners and customers in your end to end process

The new data therefore need not be confined to your own organization. XeP3 allows data from multiple organizations to reside in your XeP3 data base linked into end to end processes. This feature is particularly valuable for extending your business process management back into your suppliers or forward into your customers or partners – quickly and easily.

BENCHMARKING AND COMPARISONS MADE APPLICABLE AND RELEVANT

As soon as you have gathered even a modest amount of data on your processes, you can tap into a knowledge base now covering virtually every function in every type business or business process. This allows you to compare activities and focus for effort. Of particular value is the opportunity this provides to help you assess and gain agreement to the cost and customer service impacting XeP3-NOISE and the shareholder value driving XeP3-CORE activities.

GETTING THE RESULTS DELIVERED– IMPLEMENTATION TOOLS IN XeP3

Having analysis and priorities based on real data is clearly the first, vital step. This knowledge now needs to be transferred into results. There are a number of patented features in XeP3 which will have an enormous impact on the success of your

implementation. You will find that, because of usage in over 300 programs, **XeP3** has the proven tools you need to get the results you need. These features include:

- Embedded prioritization tools
- Comprehensive initiative planning screens
- Process modeling features
- Integrated measurement, monitoring and reporting features

LOCKING IN THE CHANGE AND ACHIEVING CONTINUOUS BUSINESS PROCESS MANAGEMENT

All organizations today operate in an environment that calls for continuous and often major adjustment. Traditional ways of making change are cumbersome and discontinuous. For example it is usual for changes to be made and then separate, and later, initiatives are commissioned to address procedures, competencies, training etc. In the more extreme cases this leads organizations to be in a perpetual state of catch up. This is distracting for the management, disconcerting for the staff and it inevitably means unnecessary costs, customer service interruptions and delays.

Keep your procedures and policies up to date and relevant all the time

XeP3 provides the mechanism, not only to collect the data to describe your processes, but also to allow you to keep them up to date. Your **XeP3** process description provides you with a convenient and easy to use mechanism to link specific activities, which the staff perform, to the relevant Standard Operating Procedures, policies, competencies, training material and audit plans etc. This is very powerful. The base activities come from the staff themselves so everyone can understand and use them. **XeP3** thus provides you with the tools to link the needed information through your intranet to each of these activities. This means that policies, training etc is available on-line when they are needed and are understandable to the staff who have to use them.

Continuously focus your training and policies etc on your priority changes

XeP3 now can provide you with a way to enable you to revolutionize the way your business manages its infrastructure. The priority changes you decide to make can now, using the embedded **XeP3** features described above, quickly and easily link the new activities to the needed policy and training etc which is required to achieve your outcome. Thus supporting changes to the many factors already mentioned as well as supporting roles and responsibilities etc are integrated.

Know instantly what else you need to change when you change your business processes

The corollary is also true – when activities are deleted or changed the automated **XeP3** linkage either automatically deletes the reference to now out of date policies etc or prompts you to make the needed changes and adjustments.

MORE DETAILS

For more details and a demonstration of the capability of the software please contact the **XeP3** Support Centre on +61 3 9663 5522 or refer to our web site at www.bpmttools.com

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