

## How does BPM fit your context?

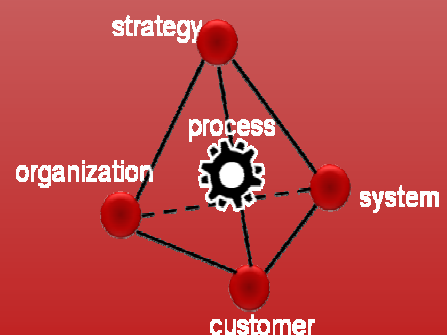
### Go ahead and **ask yourself...**

- 🕒 Business Process Management is a means to get you there, not **as** a tool to get “stuck in the middle”.
- 🕒 are you sure that all employee efforts align with company strategy? Do you actually measure if you are getting there?
- 🕒 do you have any idea of how many waste/non-added value your company is producing?
- 🕒 what is the percentage of staff working on exceptions?
- 🕒 and is there a continuous improvement attitude?
- 🕒 do your employees know the process procedures? To what extent do they adhere to these?
- 🕒 where are the key-areas where you can automate to increase cost efficiency?
- 🕒 does “change management” mean “new tools/application systems” are dropped-off at the requesting department?
- 🕒 is the “voice of the customer” shaping your processes, organisation and system support?

business process management is at the crossroads of strategy, customers, the internal organisation and system:

- ✓ it enables the execution of a company’s strategy
- ✓ it makes sure all parts of an organisation (teams / individuals) are able to work together towards a common objective
- ✓ it allows systems to automate work in sync with the organisation’s pace and supporting the end-to-end processes
- ✓ it assures that the customer’s needs are handled according to the customer’s expectations

changing any of these components will trigger a change in any of all three others; business process change management will enable you to stay in control of the outcome of these changes

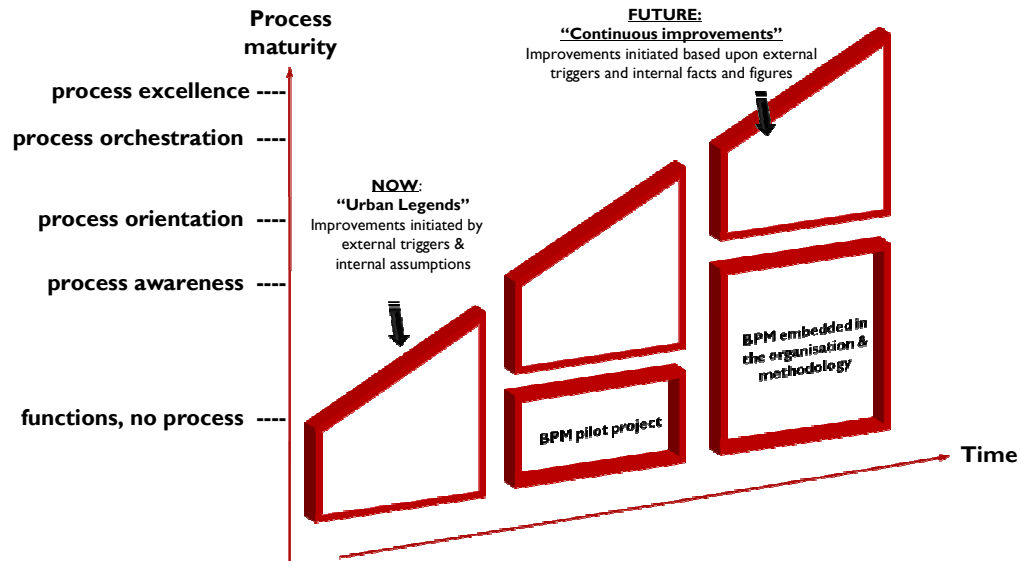


## recognize this?

“our business needs to be flexible and agile”

“we want to keep ahead of the changes imposed by our ever changing environment”

## our bpm approach



Our goal is to support our customers making their organisation self-sustainable towards business process change management by providing hands-on support, advice and knowledge transfer and by enabling their people's expertise and potential.

## bpm service offering

**Business Process Management  
Business Process Architecture**

**Process Improvement  
Process Measurement**

**Process Design  
Process Automation**

**BPM Practice Based Learning**

**Change management**

**Project management**

- bpm architecture: value chains – business data model design
- bpm governance organisation set-up - tools and methodology selection, implementation and optimisation
- process ownership and alignment with strategic objectives
- process measurement design and strategic alignment -

- improvement initiatives following 6sigma approach
- performance management: scorecards design
- process model testing, sizing and simulation
- process management roles and organisation set-up

- process and data design / documentation / redesign - business rules definition
- business and functional requirements definition
- role and function (re)design
- process deployment / work instructions

training and coaching packages, from BPM Awareness– a company-wide introduction & business game – to “continuous improvement”

- our core capabilities to ensure your return on investment
- change management to ensure the reinforcement of our BPM expertise into your core competences and ways of working
  - E2E project management to ensure the achievement of the project objectives