



Achieve Business Agility with Business Process Management

Jack Harris – August 2009



Discussion Topics

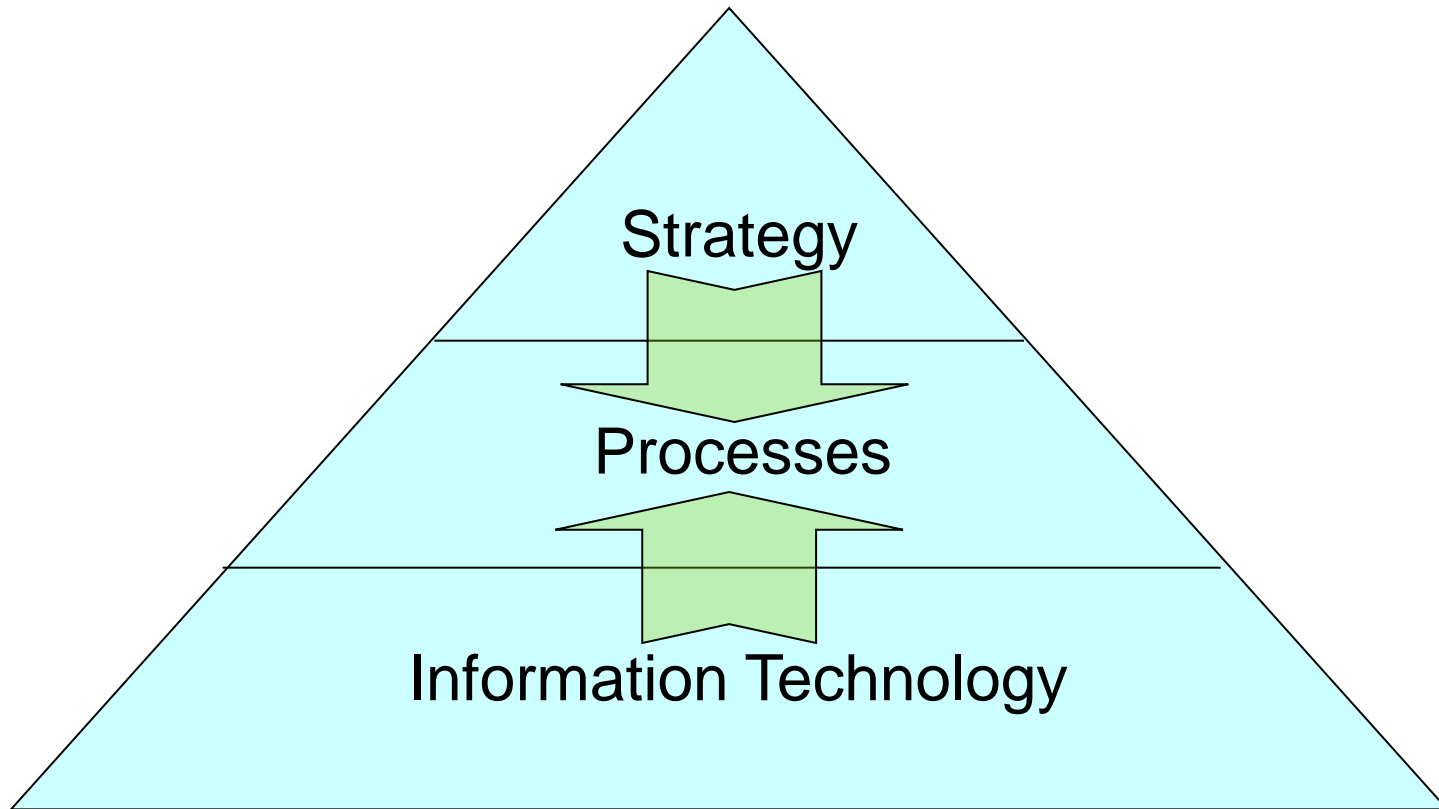


- The Business Drivers for Agility
- Impacts on ROI
- Business Process from a Business Perspective
- SOA: Enabling a Process Driven Organisation
- Key Points; What You Can Do!



The Drive for Agility

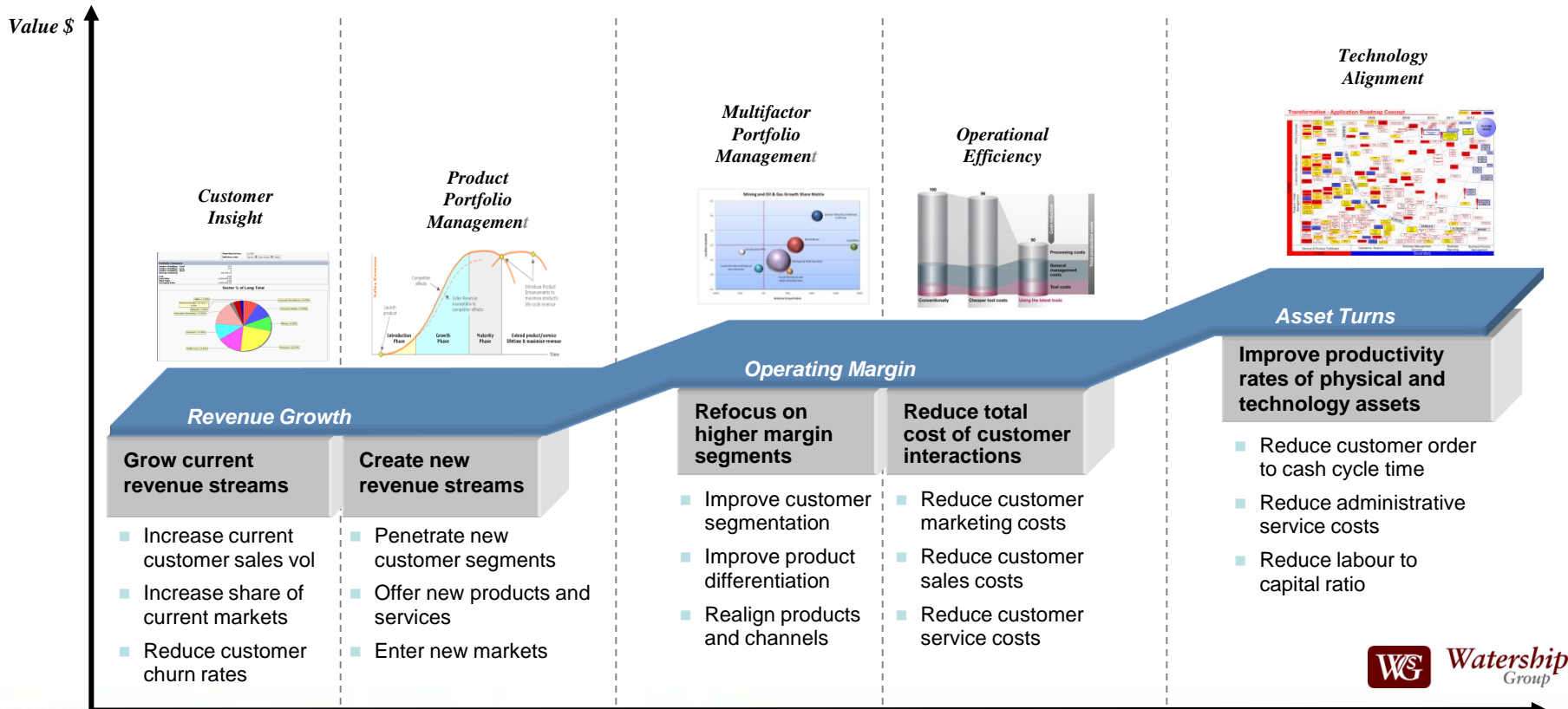
Bottom Up or Top Down?



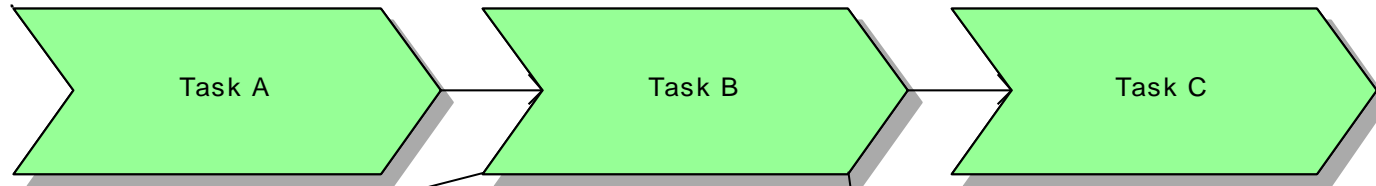
Benefits Realisation



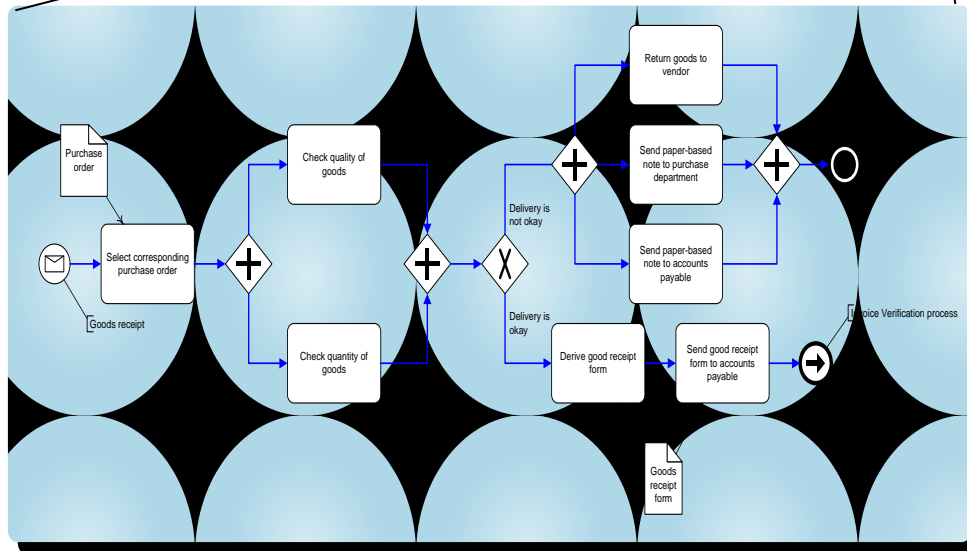
- Successful BPM programmes have benefit realisation profiles that deliver...
 1. revenue growth (first)
 2. operating margin improvement (second)
 3. and then asset productivity improvement (third)



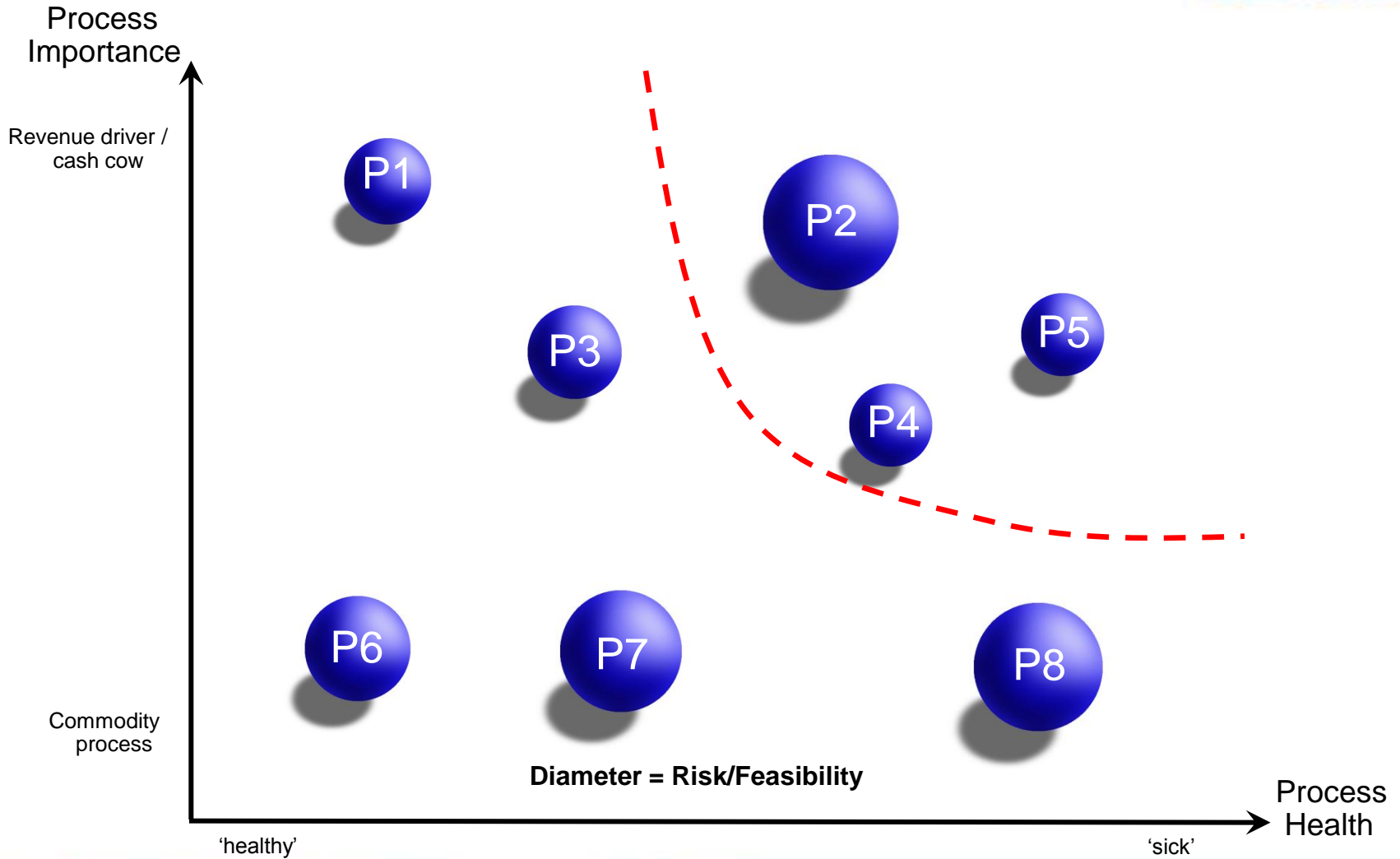
The Business View on Processes



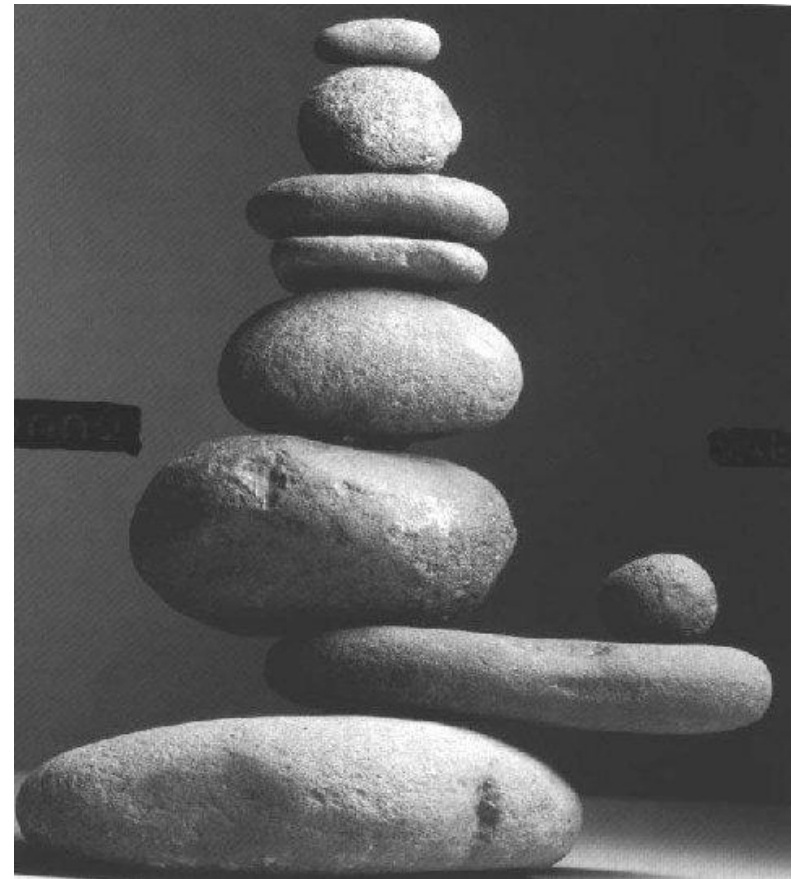
- ▶ Manual and technical services along one process
- ▶ Focus on process understanding and improvement, accountabilities, performance
- ▶ Compliance management



Process Portfolios



BPM Components

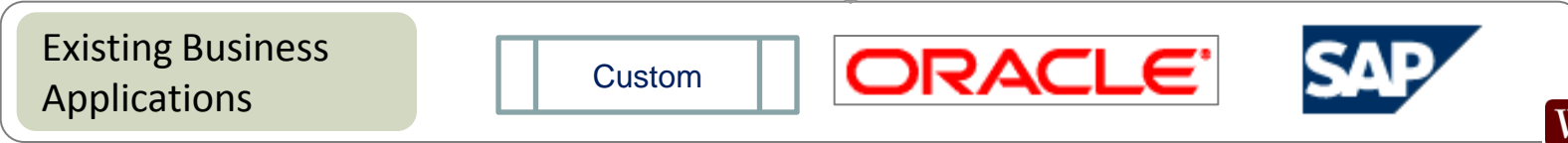
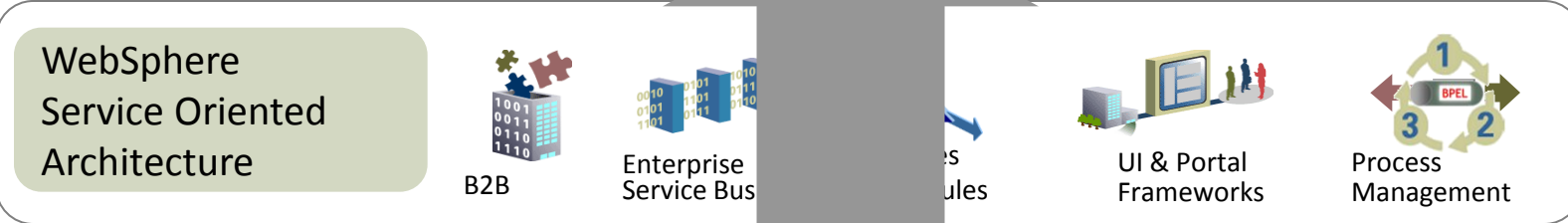
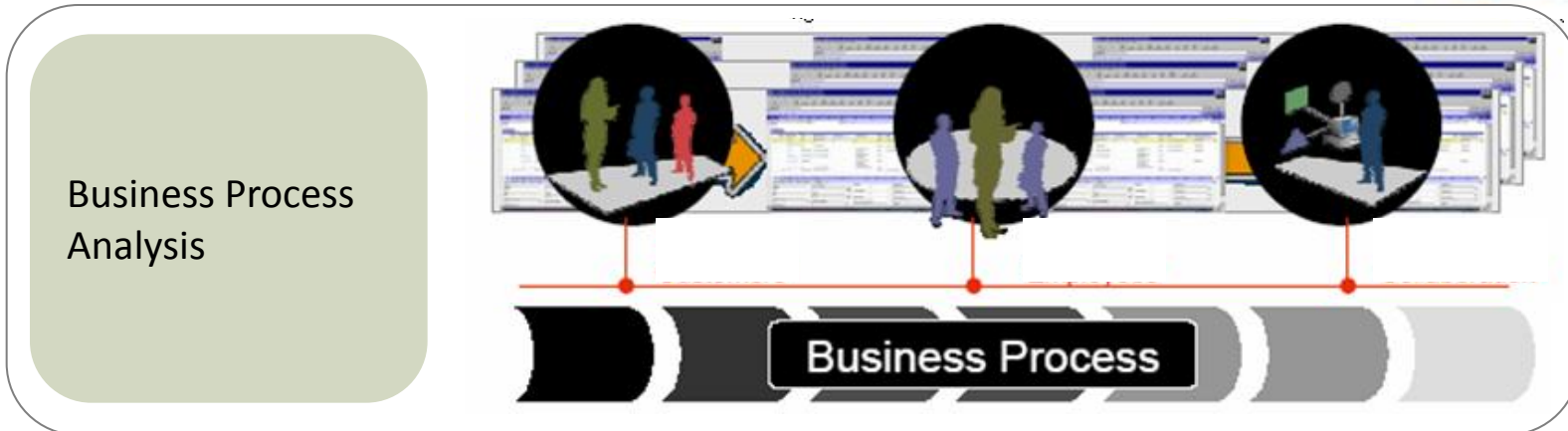


BP Driven Objectives

- Simplification of Business Processes
 - Define Core and Context Processes
 - Harmonise and Standardise
 - Focus organisation on Competitive Advantage
- Implement Change and Controlling Framework
 - Monitor Business Process effectiveness
 - Eliminate Non Value Added Processes
 - Enable rapid Business Process change
 - Leverage existing Enterprise Resource Planning (ERP) assets to maximise Return On Investment (ROI).



“De-Couple”



Key Points



- Business is Driven in need for Agility
- Process spans organisation, people, products...not confined to technology
- Business Benefits from leveraging SOA:
 - Simplified, Standardised and Scalable
 - Clearly defined Process Ownership
 - Process Visibility
 - Ability to Adapt and Respond Quickly



What You Can Do!



- Get involved in Business Improvement
- Start Small – Think Big
- Initiate a Proof of Concept
- Leverage lessons and experience from others

- The Technology Works!



Contact



Jack Harris

j.harris@watershipgroup.com

m: +61 438 373 423

www.watershipgroup.com

