Business Process Modeling
Welcome and Introductions

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Agenda

- Objectives
- BPM: What’s it all about?
- Success or Shelf?
- Questions
Objectives

- Learn about BPM
  - What is it?
  - Why do it?
  - Disadvantages
  - Advantages

- Use BPM Tools

- Make it Happen at Your Office

- Learn How to Measure Success
Ice Breaker

Finish one sentence below:

- The best job I ever had was...
- The worst project I ever worked on was...
- The riskiest thing I ever did was...
Business Process Modeling (BPM) is a methodology used to identify and document a visual illustration of your organization’s current business processes.
BPM: Why do it?

- Helps your organization prepare for OCM or new automation
- Provides a path to process improvements
- Increases efficiency in day to day operations
- Prepares for succession planning
- Good business
- Cross training opportunities
- Educates staff
- Good business
BPM: Disadvantages

- Don’t know where to start
- Day to day work always take precedence
- Takes time

Giving up on a goal because of a setback is like slashing your other three tires because you got a flat...
BPM: Advantages

- Modeling your processes allows you to look at them and make improvements
  - Day to day work is more efficient
  - Helps identify obsolete processes or process steps
  - Helps clarify the big picture

- Break
BPM Tools: Review and Learn

- Learn what tools are available
- Learn the roles in BPM
- Learn to read a BPM

Pizza!

<table>
<thead>
<tr>
<th>Vision</th>
<th>Objective</th>
<th>Process</th>
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<tbody>
<tr>
<td>Be the #1 Pizza delivery choice</td>
<td>Pizza preparation and delivery that retains customer</td>
<td>Pizza Delivery (phone in order)</td>
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Learn to Read a BPM

Macro View of Process

Start → Take Order → Make Pizza → Box & Hold → Deliver Pizza → End
Learn to Read a BPM

Micro-View of Process

Start

Answer Phone 10 sec

Write Order 1 m

Post Order to Kitchen 15 sec

Prepare Crust 3 m

Remove Pizza from Oven 45 sec

Secure Box 2 min

Bake Pizza 4.5 min

Add ingredients 2 m

Spread Sauce 30 sec

Cut Pizza 30 sec

Box Pizza 20 sec

Place in Delivery Pack 15 sec

Verify Order 10 sec

Check Customer Location 1 m

End

Account for payment at store 5 m

Return to Store 20 m

Provide Change 1 m

Financial Transaction with Customer 3 m

Deliver Pizza 20 m
BPM Tools: Step By Step Instruction

Walk through the steps to build a model

1. Identify the Process
2. Plan and Schedule Resources
3. Select a Modeling Technique, Plan Interviews and Focus Group
4. Conduct the Planned Interviews
5. Document As-Is Process Improvements and Opportunities
6. Analyze, Evaluate and Submit for Approval

Break
BPM Tools: Practice

- Experience the Process Steps 1-6
- Build an actual model by using the BPM tools
- Class Exercise
Back at the Office

- How to make it happen back at your work?
- How to get buy-in?
- How to get resources?
- How do you sell it?
Measure Success

- You did it!
  - You made it happen back at work
  - You got buy-in
  - You got resources
  - You sold it
  - You and your team developed models

- Success or shelf?
  - What are you going to do with the models you created?
Questions
One Last Thought...

The best time to plant a tree is twenty years ago. The second best time is now.

- Chinese Proverb