



Process Architecture

Organisations can benefit from having a process perspective. However, many organisations have a **fragmented, non-standardised and internally focused process architecture**

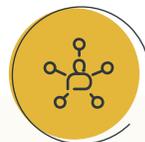
This leads to low transparency, no end-to-end view and limited focus on the customer.



Data-driven Process Performance

Many organisations have huge amounts of data but often this data is not utilised to **create the necessary process insights**.

A wider range of process data will **enable organisations to have more valuable dialogues around processes** and thereby accelerate the process improvement work.



Process Focused Organisation

A strong back bone of processes will only add value if they are used and continuously improved.

How ownership is organized reflects what we value. By making **process governance a key part of the organizational structure** we ensure the continuous focus.



Improvement Engine

In a connected and globalized market, **the ones who never stands still are the ones who win**.

But how do we enable the organization to **keep moving**?
And how do we ensure that individual initiatives move in a **direction that benefits the organization as a whole**?



Process Behaviour

If we do not succeed in **changing the culture, language, and behaviour around processes**, we will never gain the effect of the four other Process WOW building blocks.

We can all agree that something is strategically important – but what does that mean in terms of **how we behave** on a Tuesday at 2pm?

why

what

- The process architecture should contain **one set of processes**
- Creating the **link to other relevant information** like products, systems, applications etc.
- **Shared and connected information** across the organisation, supporting the overall business objectives.

- Establishing **one data model** that gathers information from a wide range of sources
- Makes it possible to create **transparent insights to processes**
- Reveals inconsistencies, **bottlenecks, improvement points** etc.

- Setup **end-to-end process ownership** on key processes e.g. order-to-cash
- **Process performance dialogues** will ensure that processes are a key focus point in the organisation
- We **couple global ownership and local process execution** teams to engage people who are part of the daily process execution

- Create an **improvement engine** that accelerates the time from idea to impact.
- Setup the engine into **highways for improvements** of various size
- It's important that smaller, **fast-to-implement ideas** are executed in the local execution teams

- **People follow what we do – not what we say**. E.g. applying process thinking in leadership touchpoints are vital
- It is key to **develop a common process language, understanding and behaviour**
- It is a **lifestyle, not diet**, so new ways of working are here to stay