

Increased capability through measurement

Roadmap

Time	Visibility
1-2 Weeks	Value Stream Analysis
2-3 Weeks	Process Capability Analysis
1-2 Weeks	SLA and KPI Mapping
8-10 Weeks	BPMS Instrumentation
2-3 Weeks	Monitoring & Alerting
	Increased Capability

BP3 = Visibility

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This is more than understanding what key reports drive the most critical business decisions. What matters, and what creates dramatic capability improvement is understanding what the operational business processes are really doing; how they are performing.

That is the essence of visibility, being able to "act" on the moment versus reading about it days, weeks, or even months later. The cost associated with "lighting-up" a process to see how it is really performing as well as having the ability to immediately take action is miniscule in comparison to the opportunity and customer costs with simply not knowing what is truly happening. Being able to understand the process variation which can affect change and save customers, revenues, or mitigate future risk is a very powerful capability.

As you can see from the roadmap, and depending on the business need there are programs which can run in as little as a week or two that provide the following results:

- Processes documented, analyzed and understood
- Benefits identified and potentially up to a 1:100 cost avoidance savings on any improvement project
- Average a >85% increase in process defect detection and isolation
- Major components of variation understood
- Root & Contributing Causes Identified
- Training and education on methods and tools for process management

If your business is more interested in greater levels of process automation or breakthrough performance, we can help there too. We look forward to hearing from you.

