



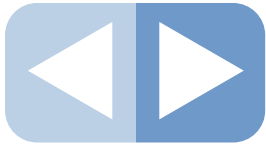
**sensus**

process management

# Defining a process management vision

Process management = process-based organisation!

# Introduction



There are numerous reasons why you would want to map your business processes. Certification, to boost efficiency, to increase your organisation's customer focus, to foster process-driven thinking at your organisation. Sensus process management can cater to all these needs. And yet, methodology is not the be all and end all of successful process implementation and management. Business management also plays an important role in this context, for instance in defining a vision, structuring processes and garnering support within the organisation.

## The path towards process management consists of 8 clear steps:

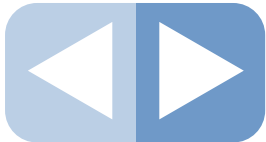
1. **Defining a vision**
2. Setting up a project group
3. Structuring processes
4. Defining the format
5. Defining processes
6. Modeling processes
7. Implementing processes
8. Evaluating processes

In this part of the series we will focus on the first step of the process: **Defining a vision.**





# Step 1: Defining a vision



The organisation's vision (made up of, among other things, its mission, strategy, long and short-term objectives) is the basis from which the entire organisation operates. The vision for process management will therefore also be based on this, albeit without process management becoming a goal in its own right. The vision for process management is, in fact, no more than an answer to the question of why your organisation should adhere to certain processes and what goal this is meant to achieve (after all, each process has a result).

We advise you to follow three basic principles in defining your vision:

## **1. Put customers first.**

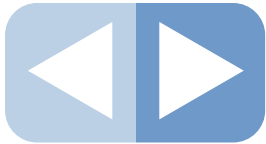
How do you perceive customers? More than anything else, you want to keep them happy. That aim must also be the basis for effective process management. Only then will you build a truly customer-oriented organisation. An outward-looking organisation, one whose operations are not purely based on its own needs.

## **2. Process-based instead of department-based organisation.**

This will have consequences for the way you deal with your customers. Your business processes will 'take a lead' from your customers going across departmental boundaries. Department-based thinking and working limits your operations and may not result in satisfied customers. Adopting a process-based approach will mean that your employees' activities will no longer be organised within departments, but rather be tied to the processes. The result: a process-based organisation that really puts customers first. For many organisations, this constitutes a drastic organisational change.

## **3. Allocate tasks and responsibilities.**

Needless to say, tasks and responsibilities within business processes need to be clear. If they are, the workflow will be smoother. It will bring serenity and clarity to the organisation. Clarity about where responsibilities lie changes managers' and employees' work attitude; they start delegating more, show more initiative and take responsibility.

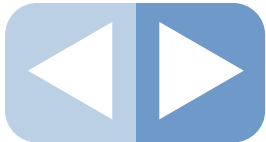


This all sounds very logical. As it happens, mapping processes can be relatively easy. Some aspects of a process management process have, however, become so self-evident that we take them for granted, creating the possibility that you inadvertently skip a step.

Aside from that, you must also be on high alert to pitfalls. If not, adequately mapping processes will be an exercise that is doomed to fail, and there are quite a few of these pitfalls!

- Never start a process management process without a vision and an objective.
- Do not use a quality standard (such as ISO) as the starting point instead of the organisation's own requirements.
- Do not delegate process management to the quality manager without the support and buy-in of business management.
- Do not start improvement projects when processes haven't been embedded.
- Make sure business management makes enough time available.  
Lack of time is disastrous.
- Make sufficient manpower available when embarking on the process.  
Staff shortage makes the process unworkable.
- Do not get bogged down in overly detailed process description.
- Make sure your employees possess sound background knowledge.  
This is required both for the correct description of processes and to garner support across the organisation.
- Priorities may shift during a process. No problem, just make sure this is reflected in the descriptions.
- Good internal communications are a must.

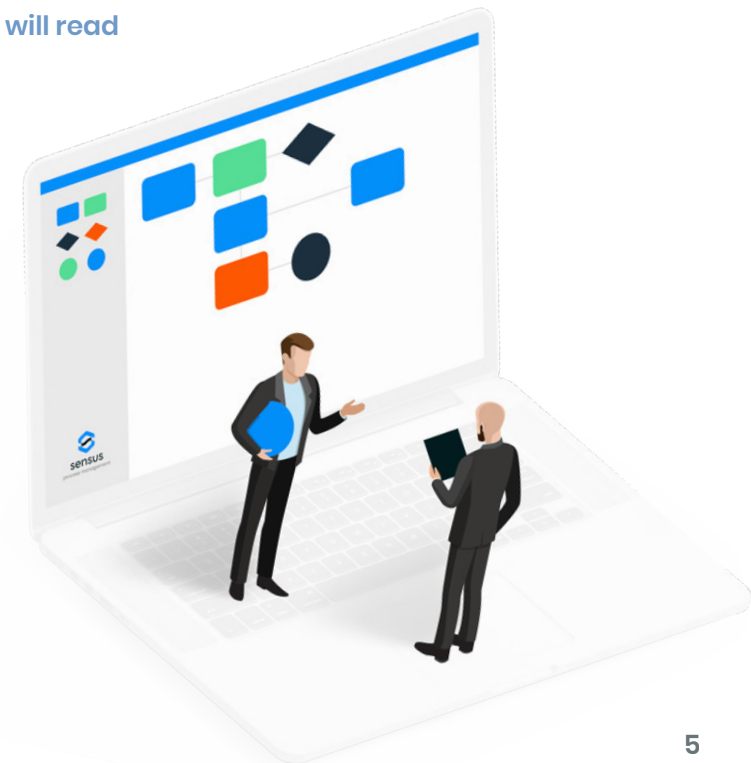




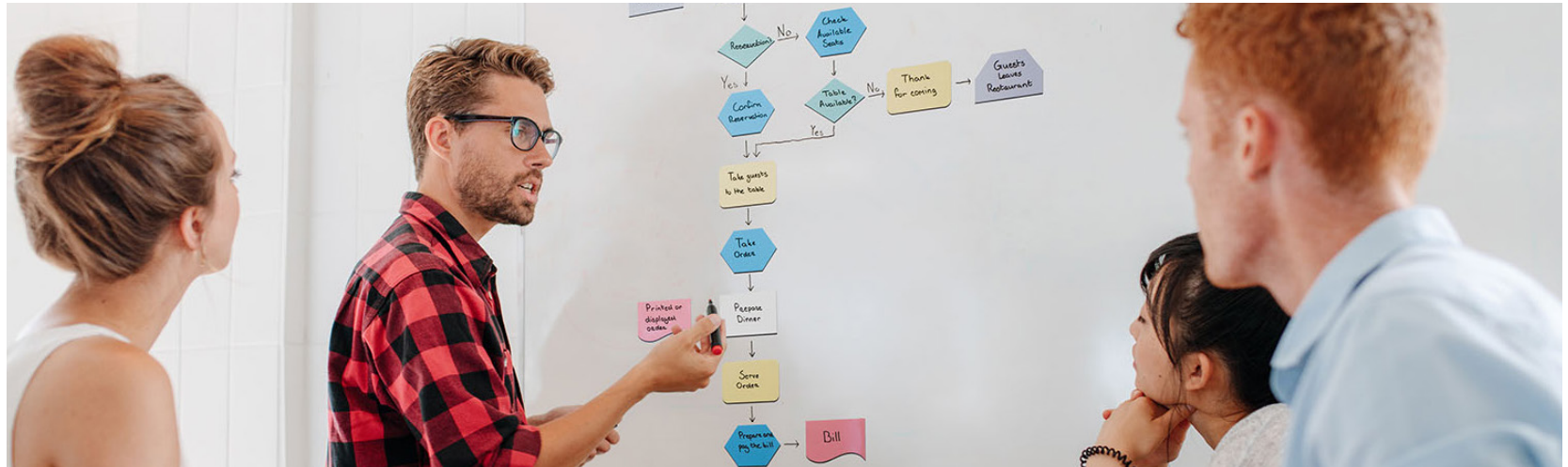
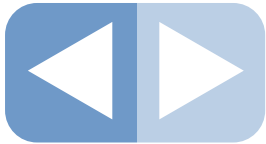
Whilst you can do a lot yourself when it comes to steering clear of pitfalls, many organisations find benefit in the advice and support provided by Sensus-methode experts. You too can benefit from our support.

Our experienced consultants boast many years' experience in this field, not only with process description, but also in supporting managers in different areas: in defining a vision and identifying processes (drawing up a process template or architecture). Several sessions are all we need to bring your business management into line and help them garner the required support across your organisation. Together with your business managers, we will set the project targets and launch the project with the clearest possible focus, tailored to your organisation.

**In the second part of this step-by-step process management plan you will read all about how to set up a project group and/or structure.**



## More information



Sensus process management consultants specialise in modeling and improving processes in a wide range of different organisations. Result driven, their overarching aim is to enable you to eventually take ownership of your own process management. This is how you make the most of your collaboration with Sensus process management.

### Free trial Sensus BPM Online!

[Download a free trial version](#) of Sensus BPM Online and find out how you can easily model and document your processes!

Would you like tailored advice, take training or schedule a no-obligation appointment? If so, please call us on **+31 (0)88 888 7777** or email [info@sensus-processmanagement.com](mailto:info@sensus-processmanagement.com).

For further details about the possibilities Sensus process management® can offer you, please go to: [www.sensus-processmanagement.com](http://www.sensus-processmanagement.com)