Process Management

Goals

The goal of Process Management is to describe repeatable procedures and to improve them in order to benchmarks in order to the Deming-Cycles (PDCA).

The maturity of processes can be evaluated in order to CMMI (Capability Maturity Model Integration).

Preconditions

There must be a change in the awareness, quitting "take it or leave it" and delivering customer focused services.

There must be an owner for each process who is responsible for the results of this process. And this owner must have the competence and authority to change the process in order the Deming-Cycle.

My principles

I prefer the classical well proven procedure, in detail:

1. You tell me your goals and the circumstances (budget, resources, schedule, etc.)
2. I analyze together with you the current situation ...
3. ... and compare the result with your goals.
4. On that base I am able to recommend the best roadmap to success.
5. You decide and we commit together the next actions.

6. And of course I am going to support you in the phase of implementation.

Tasks

First of all processes have to described in a sufficient quality, if that has not yet been done.

In the beginning there is no need to model processes in special tools, but it is quite adequate to describe them with any office package, extended by a flow chart editor like Visio.

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The processes will be broken down to manageable units (sub processes) and the efficiency will be described by benchmarks (KPI = Key Performance Indicator). In this context the description has to contain how to measure and report the benchmarks.

In the game supplier – customer each sub process will be broken down to elementary activities.

The activity responsible describes as customer in this sub process all preconditions and inputs, he needs for the activity. And to be enabled vice verse to act now as a supplier he needs to get the criteria of acceptance of his customer.

From that point of view each acting party switches permanently the roles. Before starting his activity he is customer, receiving all inputs – and in the activity he becomes supplier, who has to focus on the requirements of his customer.

The whole game follows the Deming-Cycle:

- After the description of the process ...   (Plan)
- ... The process will be implemented.   (Do)
- The process will be measured in order to benchmarks ...   (Check)
- ... And be analyzed in order to potential improvements.   (Act)
- The improvements will be planned ...   (Plan)
- ... and be implemented.   (Act)
- In order to the check results ...   (Check)
- ... you can see the efficiency of the improvement.   (Act)
- You plan further improvements ...   (Plan)
- Etc.

Thereby the maturity of a process grows up in order to CMMI (Capability Maturity Model Integration).

Especially in the management of IT services ITIL has been proven as „best of practise".
From that point all IT service management process are to be designed in compatibility with ITIL.

Results

At least able and controllable processes ensure a permanent quality and enable you to be all the time flexible enough to react fast and successfully on new customer requirements.

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