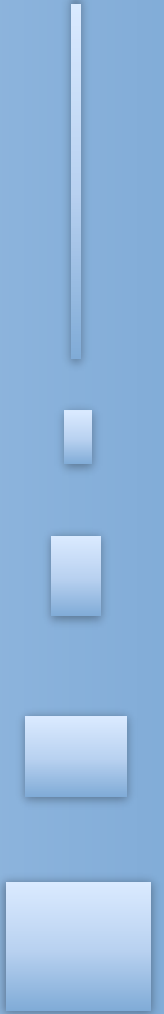


Process Organization

{ Business Process Management

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& Process Enterprise

& Process Management
Roles

& Organizational Structure

Contents

Process Enterprise

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- ⌘ an institution that is structured, organized, managed, and measured around its primary business processes
- ⌘ Not only structured, organized, managed, and measured but also financial, market, and other performance measures remain important to process enterprise

Process Enterprise

& concept in which the business' processes are **known, agreed on, communicated,** and **visible** to all employees

& Please mention some examples..

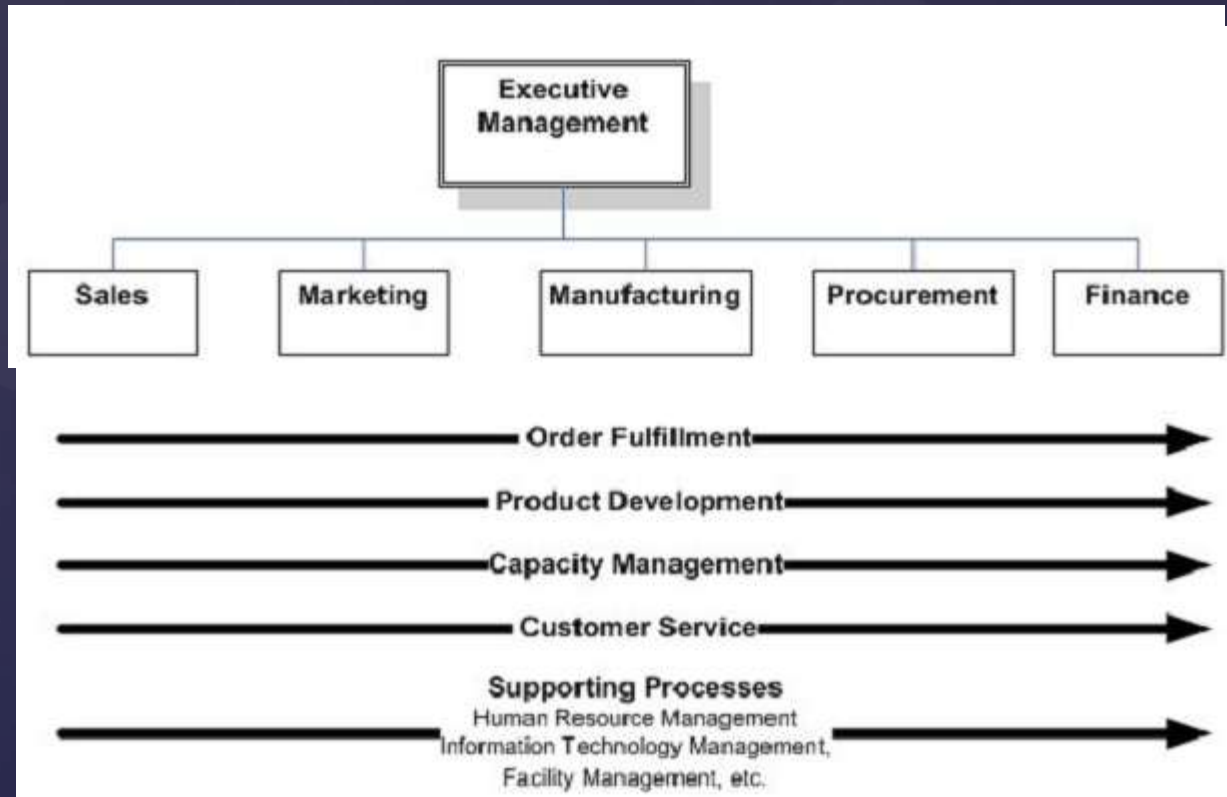
Process Culture

Process

Management Roles

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- & Groups of workers are combined into **divisions or departments**, each adding additional layers of management and control.



↳ Process Owner

↳ Attribute of process owner:

- ↳ Responsibility for process design
- ↳ Accountability for process performance
- ↳ Advocacy and support

↳ Process Manager

↳ Process Analyst

↳ Process Designer

☞ Process Architect

- ☞ responsible for developing and maintaining a repository of reference models and standards

☞ Other Key Roles

- ☞ Business Analyst
- ☞ Subject Matter Experts
- ☞ Executive Management and Leadership
- ☞ IT Organization Roles (solution architects, system analysts, BPMS configuration specialists, developers, database administrators)

Rank	Job	Rank	Job
1	Business Process Manager	51	Process & Quality Manager
2	Business Process Analyst	52	Process & Organisation of Performance Advisor
3	Business Process Consultant	53	Principal, Process and Perf Mgt
4	Business Process Architect	54	National Practice Leader - Business Process Optimization
5	Director Business Process Management	55	Mgr, Business Process Services
6	Business Process Engineer	56	Manager, Continuous Process Improvement
7	Process Engineering Manager	57	Manager, Business Process Analysis
8	Process Owner	58	Manager, BPM Business Programs
9	Business Process Officer	59	Manager, Adaptive Infrastructure BPM
10	BPM Project Leader	60	Manager Process Management Group
11	Process Design Manager	61	Manager Center of Excellence Process Management
12	Process Designer	62	Manager Business Process Engineering
13	Principle Process Consultant	63	Manager Business Process Alignment
14	Business Process Team Leader	64	IT Process/Cost/Metrics Specialist
15	VP, Process Management	65	IT Process Development Analyst
16	Director, Business Process Improvement	66	IT Process Analyst
17	Enterprise Process Architect	67	IT Business Process Architect
18	Business Process Specialist	68	IT Based Business Process Reengineering
19	Business Process Improvement Manager	69	IS Process Consultant
20	Business Process Developer	70	Innovation & Process Manager
21	Process Improvement Consultant	71	Head of Quality & Process, Information Services Division
22	Business Process & Quality Manager	72	Head of Process Improvement
23	BPM Researcher	73	Head of Process Architecture
24	Business Process Administrator	74	Head of Process & Automation
25	VP, Process Engineering	75	Head of Business Process Management
26	VP, Business Process Consulting	76	Head - Business Process and Analysis
27	Sales Process Change Manager	77	Group Manager - Process Management & Improvement
28	Process Strategy Consultant	78	Global Supply Chain Planning Process Leader
29	Process Optimisation Manager	79	Executive Director for Business Process
30	Process Modeller	80	Enterprise Business Process Manager
31	Process Management Specialist	81	e-business Process Manager
32	Process Management Coordinator	82	Director, Business Process Technologies
33	Process Integration Lead	83	Director Process Development and Quality
34	Process Improvement Specialist	84	Director Marketing BPM
35	Process Improvement Officer	85	Director IT & Process Management Europe
36	Process Improvement Manager	86	Director Business Process Change
37	Process Improvement Engineer	87	Delivery Manager : BPM Solutions
38	Process Executive	88	Business Process Quality Manager
39	Process Development Team	89	Business Process Outsourcing
40	Process Development Manager	90	Business Process Optimization
41	Process Development Engineer	91	Business Process Marketing
42	Process Developer/Project Manager	92	Business Process Innovation Manager
43	Process Coordinator	93	Business Process Development Manager
44	Process Consultant	94	Business Process Designer - Project Manager
45	Process Assurance	95	Business Process Design Mgr
46	Process Assistant	96	Business Process Articulation Consultant
47	Process and Process Management Specialist	97	Business Process Arch / Project Manager
48	Process and Change Management	98	BPM Specialist
49	Process Analysis, Education and Communication	99	BPM PreSales
50	Process & Systems Integration Architect - Director	100	BPM Executive

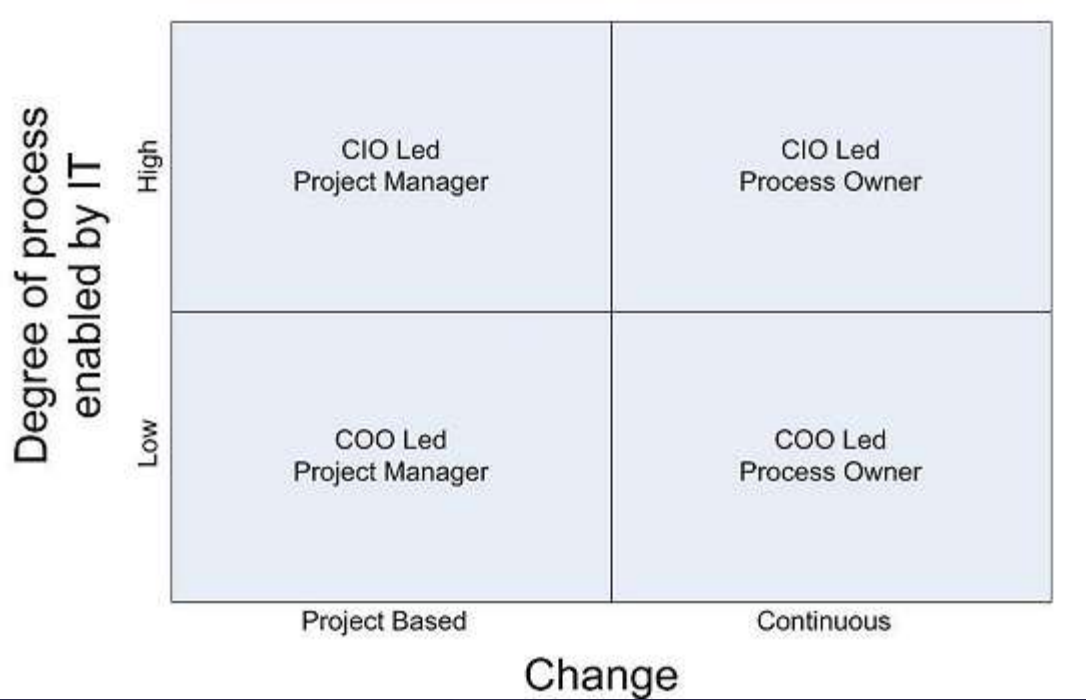
100 new BPM Job titles

Organizational Structures {

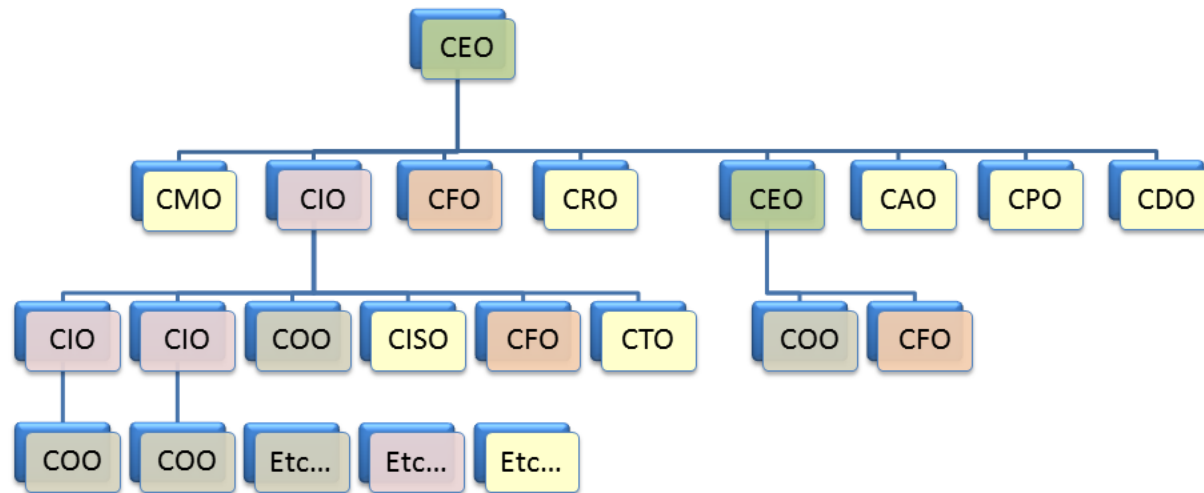
- ⌘ **clear governance structure** is critical.
it provides leadership
- ⌘ **clarify decision rights** can enable cross-functional and departmental process improvement or management programs to succeed

- ⌘ There is no single standard governance structure which is **widely in use**.
- ⌘ Organizational focus on process is still emerging and there are a **wide variety of governance structures** in use and evolving.

Process Governance



Typical C-Level Organisation Roles

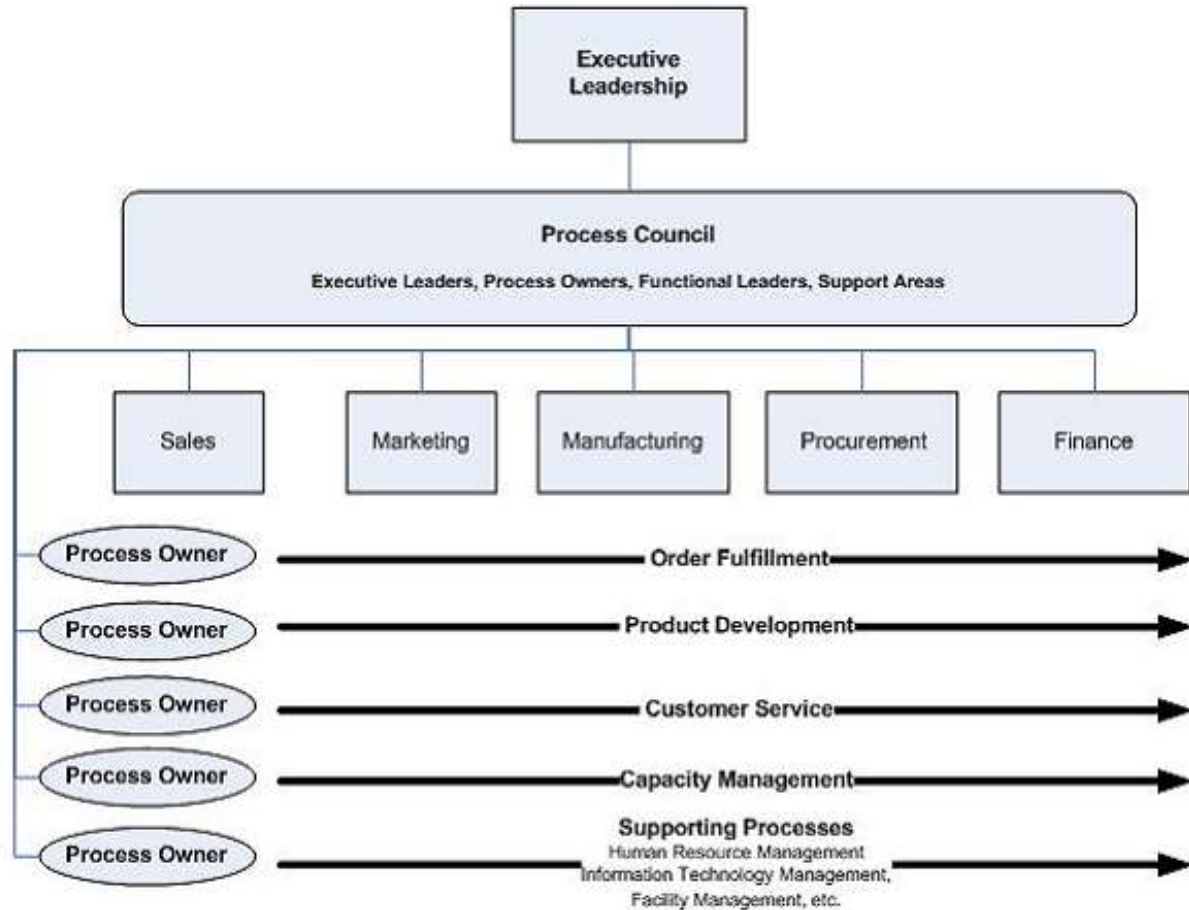


- ☐ CEO – Chief Executive Office
- ☐ COO – Chief Operating Officer
- ☐ CISO – Chief Information Security Officer
- ☐ CRO – Chief Risk Officer
- ☐ CDO – Chief Digital Officer

- ☐ CAO – Chief Admin Officer
- ☐ CFO – Chief Finance Officer
- ☐ CPO – Chief Procurement Officer
- ☐ CTO – Chief Technology Officer
- ☐ CMO – Chief Market Officer

- ⌘ Process council → combination of :
 - ⌘ executive leaders,
 - ⌘ functional or departmental heads, and
 - ⌘ the process owners of the core cross-functional enterprise processes
- ⌘ Mission :
 - ⌘ identification and resolution of any cross-process integration issues,
 - ⌘ conflicts between process and functional (or departmental) ownership,
 - ⌘ resource allocation, and
 - ⌘ the development and alignment of the organization's business objectives, goals, and strategy.

Process Council



- ↳ BPMO → project management office, identifying, consolidating and reporting status across the enterprise.
- ↳ BPMCOE → setting standards, providing common tool and methods, training and education on BPM principles and practices, providing governance on overall process design, and integrating business processes at the enterprise level.

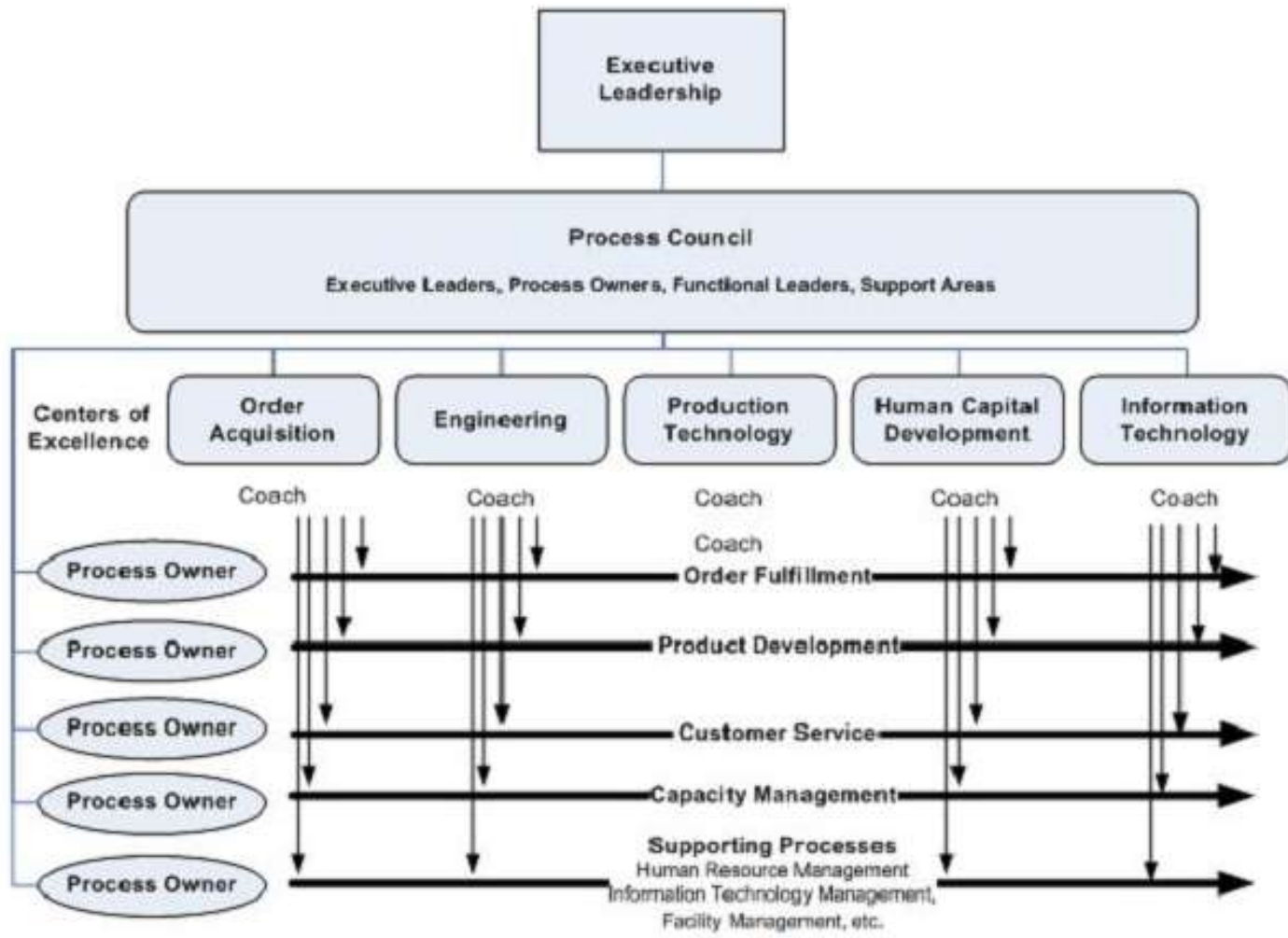
BPM Office/BPM Center of Excellence

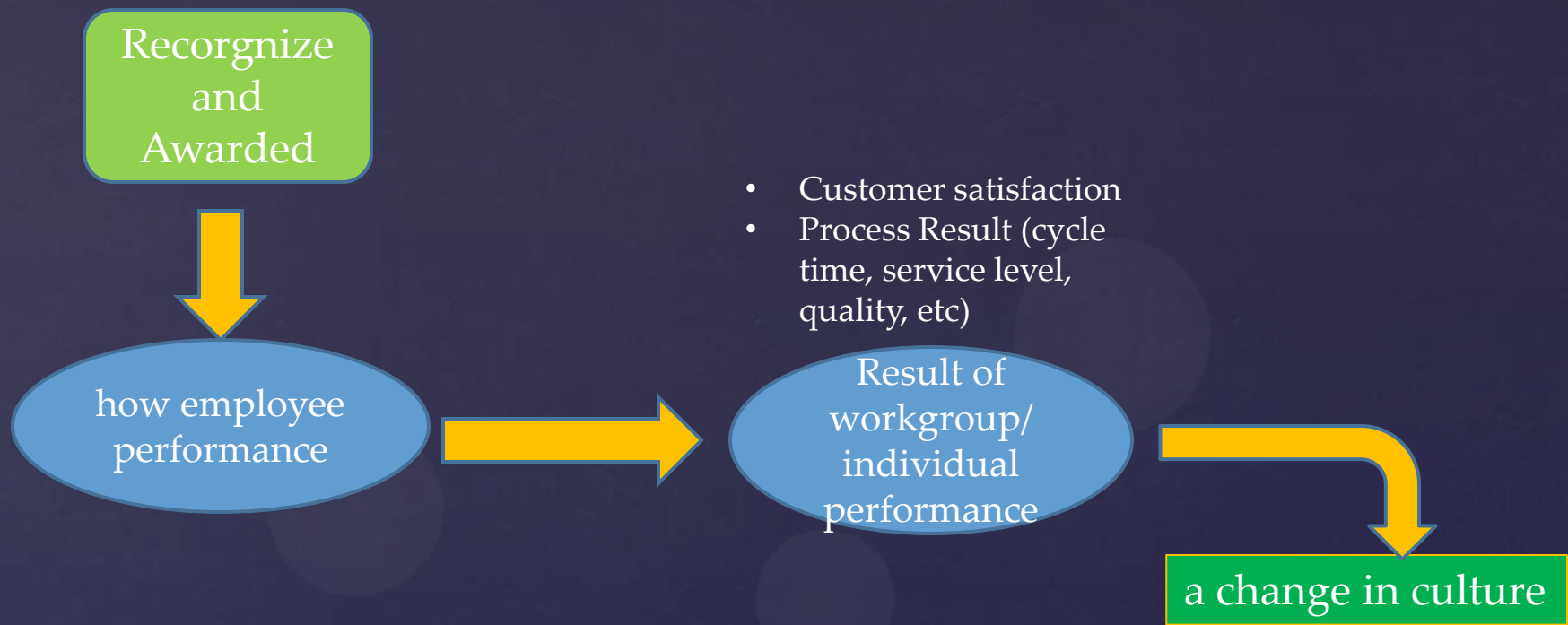
- ⌘ BPMO/BPMCOE's play an **integral role** in **prioritizing and allocating** scarce resources
- ⌘ BPMO/BPMCOE's are **responsible** for:
 - ⌘ maintaining the repository of process models,
 - ⌘ identifying opportunities for improvement, and
 - ⌘ working with various stakeholder

BPM Office/BPM Center of Excellence

- ⌘ centers of excellence provide knowledge, standards, best practices, training, and education.
- ⌘ They are responsible for ensuring the proper resources with proper skills are placed and allocated properly throughout the company's business processes.
- ⌘ Example :
 - ⌘ email distribution list to connect all engineers, institutionalized groups with large training facilities.
- ⌘ Many centers of excellence are organized around a particular skill or profession: sales, marketing, finance, information technology, etc

Functional Centers of Excellence





Team Based Performance