



A Roadmap for Process Management

Organizations often struggle with developing a roadmap for their process management efforts. This may be due to one or more of the following obstacles:

- Lack of clarity on the current performance of key business processes
- A failure to appreciate that such a roadmap is built via facilitation and collaboration
- Lack of clarity on the company's strategic direction
- Lack of cross functional collaboration

The key question to be answered is: **“Which of our business processes need to be improved by how much in order for our company to achieve its strategic goals?”**

Engaging competent facilitation is essential to the development of a roadmap for process management. Outlined below are the key steps in developing such a roadmap once leadership resolve is in place.

1. Define and create a picture of the organizations large business processes
2. Gain a shared understanding of these process definitions by leadership
3. Gather data on current performance.
4. Facilitate a discussion with executive leaders on the size of the gap between current performance and desired performance.
5. Agree on performance measures.
6. Decide which processes have to be improved by how much for the company to achieve its strategic objectives.*
7. Assign accountability for the improvement/redesign/reengineering of the top two to three large, cross functional business processes.
8. Execute these process improvements
9. Assess results and do it all over again.



* Note that most may simply need to be managed for continues improvement