

Bright IDEAS: Process 'Roadmaps'



Just making people's jobs less complicated and enforcing existing policies will reduce the risk of mistakes being made. Beyond that, however, there are two other types of risk that creating process roadmaps alleviates.

First is the elimination of the "I never saw that coming" problems that every company faces. Mapping your processes coupled with BPM software yields full visibility into every step (manual or automated) of a business process so that you can track things going awry and step in to "course correct" before a permanent, negative impact happens. Business rules clearly establish expectations and enable decision making. How many times have your processes been slowed down because someone was on vacation and everything was being held up in his or her inbox? In other words, "balls will no longer be dropped."

The second involves reducing the risk your company has with respect to human capital. You've heard the old adage, "What happens if Bob gets hit by a bus?" Every organization has that one process that only Bob knows how to do. Or, how about those "cheat sheets" stuck in the top drawer of Sally's desk? Who can find those when you need them? Documented processes along with BPM software lets you alleviate that risk by building that "know how" into the process.

*Estimated time to return on investment (ROI): 6-9 months
Where ROI comes from: error prevention, faster cycle times*

Source: Bluespring Software

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Memorable Quote:

"About the time we can make the ends meet, somebody moves the ends."

*Herbert Hoover
31st U.S. President
1874-1964*