



# Business Process

## Strategy and Business Processes

Business strategy is all about where the business is headed. It guides actions so that the company takes the desired direction from its leadership. Strategy is set at the top and of course, it is entirely conceptual.

It translates into reality through projects, programs and processes, some using technology and all executed by people. Projects have measurable objectives, fixed and finish dates. They come and they go. Programs include projects to get them started but the program continues, often as a business process. Processes are methods followed to get things done to execute its strategy.

Ensuring that processes are aligned with strategy is of key importance. Once the strategy is established or recognized it is then important that the processes achieve whatever effect is desired of them (effectiveness) and are executed a reasonable cost and in a timely manner (efficiency). This is where businesses run into trouble.

We offer help with both strategy and processes in the way of consulting support and advisory services as well as training in strategy mapping (1 day) and business process mapping, modelling and redesign (3 days). Our training:

### Business Strategy Mapping

- Why business strategy mapping?
- The current state of business (by sector)
- A systemic view of business
- Building strategy maps (and case study)
- Organizational alignment and change management

### Process Mapping, Modelling and Redesign

- Why business processes and why now?
- Introduction to strategy maps
- Project selection and planning
- Developing a business case
- “As-is” process mapping
- Identifying breakthrough opportunities
- Process modelling (WebSphere)
- To-be processes – redesign and simulation
- Business process requirements development
- Business process management
- Organization alignment and change management