

## Your Process Management Based on Best Practices

*Process management can make your organization more efficient, customer-focused, compliant and agile. But when applied improperly the full benefits may never be achieved. With QPR Process Management Framework your organization will benefit from a flying start and obtain a sustainable basis for future developments. Why venture into the unknown by yourself when you can benefit from best practices and experience gained in over 200 customer projects? Offered as a fixed price expert project, QPR Process Management Framework provides you with a risk-free offer to kick-start your process management initiative, or to bring a stagnated effort back on track.*

### Introduction

Organizations large and small and regardless of industry are discovering the benefits that process management can deliver. However, many of them struggle with its implementation and continued use, which is often characterized by duplication of work and sub-optimization.

With QPR Process Management Framework your organization can evolve from a situation of uncontrolled process management to a systematic management of your processes. This will ensure that everyone understands your processes and their purpose, what role each person plays in support of your operations, and what responsibilities they have related to the management of your processes. In essence you equip your organization with the basis for optimizing the gains achieved with process management.

The QPR Process Management Framework is applicable to any organization, regardless of size, purpose or industry, and works not only when your organization is just getting started with process management, but also when you have already invested in process management and seek to further optimize results.

### Project Phases

The QPR Process Management Framework Project typically requires 7 weeks, during which our consultants apply and tailor the framework to your organization. The project will cover the following five phases of implementation:

#### 1. Defining of business objectives and scope

It's important to crystallize the purpose for process management in your organization as it will dictate the basis your process management framework: its' process modeling notation, the architecture of your process model, the division of roles, approval processes and so on.

During this first phase we will also identify other dependencies like for example your IT development roadmap as well as any risk and regulatory compliance related requirements.

#### 2. Defining the roles and responsibilities

Successful process work requires a clear definition of



roles and responsibilities that have been commonly agreed and that everyone is aware of. During this phase we analyze and define the best division of roles, responsibilities and associated software user rights, as well as how to best communicate and manage the change that this causes in your organization.

#### 3. Defining your modeling notation and model architecture

Based on the defined process management objectives, dependencies, scope and organizational structure we will lead your team in defining the best process management implementation for your organization. By taking best practices from industry as a basis for the implementation, we can ensure optimal results with only little investment in time.

During this phase we also decide on what extra information you will capture in model elements, what resource libraries you will use, and what external information needs to be integrated with your process information.

#### 4. Defining your process life-cycle management practice

Proper and well defined process life-cycle management is important. Not only does it ensure continual process improvement, it also facilitates effective tracking of changes, which is important when departments in your organization need to refer back to processes as they were executed in the past.

Quality management standards like for instance ISO9001 also require your organization to adopt a proper process life-cycle management policy. As there are many reasons for versioning process information, we help you ensure there exists a cohesive, best-practice manner for controlling change. During this phase we will define a proper process life-cycle management policy and practices that best suit your organization.

#### 5. User training, software customization and roll-out

Process management requires the active participation of your employees. They will only do so with tools they like and know how to use. QPR ProcessGuide is a leading process management environment that focuses on your business users to achieve this. During this phase we will train your users in the software and make the needed customizations and configurations to

ensure the software supports your process management work and is easily accepted by all users.

## Delivered as a Fixed Price Project

We tailor and implement the QPR Process Management Framework in your organization under a fixed price project agreement, therefore essentially making it a risk-free offer. Depending on the size of your organization and scope of process management in your organization, the average duration of the project is typically 1 – 3 months, where part of the work will be on site.

The project will cover apart from the framework definitions, policies and training also the modeling of one selected pilot process in addition to defining your process architecture. This pilot will serve in identifying and implementing potential corrections and in training your key users. The project will require you to allocate a small team to participate in the description work. After the construction work the project will not require any extra resources.

## Contact Us for More Information

Are you starting a process management initiative or seeking to improve your process management practices in order to get most out of the effort your organization invests in it? We are happy to explain more and help you. Contact us for more information and discuss what we can do for you!

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## QPR Software Plc

QPR Software Plc offers the best services and software for developing processes and enterprise architecture. QPR has more than 1,500 private and public sector customers across the globe in more than 50 countries. QPR's shares are listed on the NASDAQOMX Helsinki Ltd.