

## Business Process Management – Improvement and Mapping

	Taking Stock	Direction	Getting Started	Making It Happen	Keeping on Track
<b>Overview</b>	Knowing why you want to improve	What needs to change?	How will this be achieved? People and process	Who is involved? Their attitudes, skill and behaviour	
<b>Key Tasks</b>	<ul style="list-style-type: none"> <li>Context for improvement</li> <li>The key issues</li> <li>External Challenge</li> </ul>	<ul style="list-style-type: none"> <li>Picture of future success</li> <li>Priority and resource implications</li> <li>Develop “rough” rules of improvement</li> </ul>	<ul style="list-style-type: none"> <li>Engaging the team</li> <li>Develop a plan for change</li> <li>Role models for improvement</li> </ul>	<ul style="list-style-type: none"> <li>Manage Implementation</li> <li>Build capacity and infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>Monitor and control progress</li> <li>Avoiding bottlenecks and distractions</li> <li>Recognising and rewarding achievements</li> </ul>
<b>Tools &amp; Techniques</b>	<ul style="list-style-type: none"> <li>Where are we now check lists</li> <li>Mapping existing processes</li> </ul>	<ul style="list-style-type: none"> <li>Improvement workshops</li> <li>Balanced score card</li> <li>Risk register</li> </ul>	<ul style="list-style-type: none"> <li>Action planning – project management</li> <li>Commitment and benefit charting</li> </ul>	<ul style="list-style-type: none"> <li>Project Management</li> </ul>	<ul style="list-style-type: none"> <li>Feedback reviews</li> <li>Presentation matrix</li> </ul>