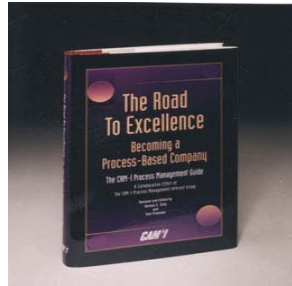


Introduction to Process Based Management

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Process Based Management at CAM-I



- 1994-1997
- Experiences of 7 companies heavily engaged in reengineering, with negative consequences
- Developed an approach to becoming process based



- 1998-2004
- 5 case studies to validate and additional research
- Developed the PBM Loop for evaluating implementation progress



- Launched in 2004
- Current projects: PBM Roadmap and Assessment Framework

What's the Big Deal about Process Based Management?

- Processes are how you provide products and services to your customers

However:

- Most companies do not manage their processes, or they do so in isolation

Thus.....

- Most companies do not manage how they provide services to their customers.
- Even fewer recognize that the holistic management of a portfolio of processes is an evolving management model.

Our Premise:

The management model of leading organizations is evolving toward Process Based Management.

Questions:

- Does your organization manage processes?
- Do you use your SOX efforts for compliance and process improvements?
- Do you have process owners for your key processes?
- Do you have a view of your organization that is different than the organization chart?
- How are you involved in process efforts?

Your Takeaways:

- An understanding of Process Based Management
- Manage Processes vs. Process Based Management
- How to get started with PBM
- Techniques to use in your organizations

Agenda:

- Section 1: What is Process Based Management
 - Mindset and Culture
 - End-to-End processes
 - Initiative Integration
 - Customer Expectations
 - Process Measures
- Section 2: How do I Get started on the Journey to Process Based Management