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PBM Quick Assessment Results

Each month we will showcase a question from the Quick Assessment.

The role our senior leaders play in the implementation of Process efforts



■ They have a limited role
■ They drive the effort based on strategy
■ They are aware of the efforts, but not the driver
■ They drive the efforts based on current pain points

This month

[Leadership's role in process efforts](#)

Featured Service

Free Quick Assessment

Try our [FREE PBM Quick Assessment](#) to quickly determine where you are on the journey.

E-Learning Courses

Our e-learning courses are based on years of



Process Perspectives Newsletter

October 2010

Issue 2

Pat,

Welcome to the Process Perspectives Newsletter from Process Strategy Group! The goal of this monthly newsletter is to provide you with specific insights so you can help your organization progress on the road to Process Based Management (PBM).

Each newsletter features:

1. An article on a specific process topic (this month - The Value of a Process Assessment)
2. Results of one of the questions from the PBM Quick Assessment
3. A high level overview of one of our services.

Let us know if you have a specific topic you would like to see covered.

The Value of a Process Assessment

Many organizations try to "prescribe" without first diagnosing their symptoms. That is why we highly recommend that organizations on the PBM journey periodically conduct a Process Assessment.

All too often organizations attempt to change the mindset and culture without fully understanding the current state, which leads to disconnected management approaches. By conducting a Process Assessment (either internally or via a 3rd party) an organization gains the following:

- Enlist and secure management support
- Establish a baseline
- Create actionable plans
- Leverage strengths
- Identify and address gaps
- Engage staff in adapting to new process culture
- Align strategy to process

The decision to pursue PBM must involve substantial strategic discussion. Ultimately, the degree to which PBM supports accomplishing your organization's strategic objectives determines the extent to which your organization should implement PBM. A Process Assessment is a great starting point for these discussions.

We have developed three levels of assessments to provide you with

conducting successful seminars and workshops along with 10+ years of research. We have designed each of our e-learning courses to be short, 2 hour online sessions that can be taken from your desktop.

insight into what progress your organization is making as you become process-based.



- Web-based survey
- Initial baseline
- Multiple participants
- Overall Score
- Stage of Roadmap
- Limited feedback
- Customizable

- Web-based text responses
- 25 question set
- Targeted to PBM Leadership
- Online Feedback session
- Prescriptive action plans utilizing Roadmap
- Focused on gaps and strengths

- Integrated Assessment System
- Complete criteria
- Onsite interviews with key personnel
- Full feedback session with senior management
- Extensive feedback report
- Prescriptive action plans

The right assessment depends on where your organization is in implementation of PBM, as well as your internal capabilities. As a starting point, you can take our complimentary PBM Quick Assessment.

[Learn more about these assessments and the assessment process.](#)

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If have enjoyed this newsletter and have found value in the information, please feel free to send it along to others by clicking the link below.

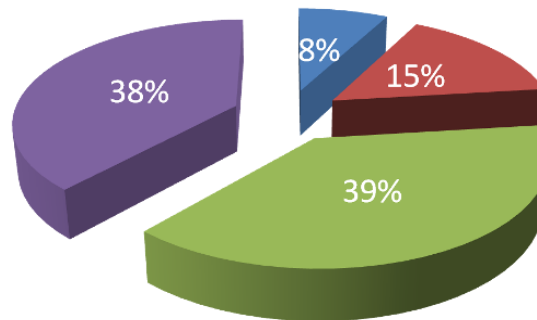
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PBM Quick Assessment Results

This month we tabulate the responses from all participants who have completed the free Quick Assessment question dealing with the role senior leaders play in the implementation of process efforts.

Notice the results show the majority of efforts are not tied to strategy but are driven based on specific pain points. How does your senior leadership role fit into the results?

The role our senior leaders play in the Implementation of Process efforts



- They have a limited role
- They drive the effort based on strategy
- They are aware of the efforts, but not the driver
- They drive the efforts based on current pain points

Many organizations have process efforts that are seen as one time efforts to address a specific problem. These efforts are initially successful but fail to maintain long term improvements. Linking your process efforts to your overall strategy and leadership objectives will sustain your efforts past the initial deployment phase.

New E-Learning Course: *Introduction to Process Based Management*

This introductory e-learning course is designed to help your organization learn about Process Based Management and how PBM can aid in your efforts to become process based.



You learn the 5 critical components, shown at left, which an organization needs to address to aid their PBM efforts.

[Learn more about this new course.](#)

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Let us know how we can improve the information we provide to you relating to PBM. Good luck with your process efforts!

Sincerely,

Pat Dowdle and Jerry Stevens
Process Strategy Group