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A publication from Process Strategy Group

Process Owner - Overview of the Role and Process Owner Training

You hear a lot about process owners these days but what's really the role of a process owner in a process-focused organization?

The **Process Owner** is a senior leader who is responsible for guiding and assessing the performance of the process in sync with the process goals that have been established. As a member of senior management, they play a key role in formulating the vision for the process as well as establishing the targets for the process measures. Based on their level in the organization, they are able to address organizational issues that are encountered, as well as obtain needed resources.

The Process Owner is initially identified early on in process efforts (in PSG's Roadmap, this would be in the Foundation Pathway). At this point, they are involved in selecting the process teams, as well as identifying areas for improvement. As Process Teams are launched, the Owners role evolves to setting targets, reviewing process performance and removing barriers that the Process Teams encounter. As the organization moves along the Roadmap through the Transformation Pathway (where the organization begins to manage across processes), the Process Owner manages the integration and all the related issues across processes.

It is key for all the roles, including the Process Owners, to continually evaluate and evolve their role as the organization progresses through the Roadmap. We were told by the CFO of a case study company with significant process activity in place that he did not know how to act differently with his Process Owner hat on. It became clear that the role had not been clearly defined; the result was that issues the Process Teams were encountering were not being addressed.

The key areas addressed in Process Owner Training are:

- Overview and discussion of the process objectives and approach in the organization (this is unique to each organization)
- Overview of the management model for Process organizations
- Responsibilities of a process owner
 - Formulate vision
 - Establish targets
 - Assess performance
 - Obtain resources
 - Approve action plans
 - Integrate across processes
 - Process & functional hats
- Current process issues

For more information, Contact www.ProcessStrategyGroup.com