



Knowledge Workshop Presentation
Process Management to Automation

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1

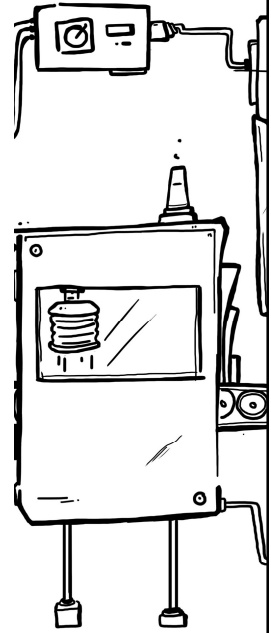
ABOUT RAVI

- Founder and Director, Thrive35
 - Director, Business Excellence Australia
 - Director, Australian Organisation for Quality Ltd.
- Professional Background
 - Started professional career as a process consultant with Accenture - also worked with leading management consultancies like Deloitte, CGI and SAI Global to deliver tailored improvement solutions to clients
 - Founded 3 businesses – sold 2
- Private Side
 - Hobbies: Cooking interesting and unusual dishes like Mac & Cheese Ice-Cream
 - Family: married, 1 child (23-year-old son STILL living at home)



2

PROCESS MANAGEMENT FUNDAMENTALS



3

WHAT IS A PROCESS?

- Everything that happens within a Organisation is a process or a series of processes
 - Raising an invoice
 - Paying a supplier
 - Responding to a customer enquiry
 - Buying equipment
- A Organisation's success is determined by how well those processes work – and work together
- May be unique to a department, service or individual
- May be cross-functional or Organisation-wide



HRIVE35
from Group Systems

4


Video: Creating engaging process maps.

5

THE BASICS

UNDERSTAND KEY PROCESS ELEMENTS

| | |
|----------------------------|--|
| Triggers | <ul style="list-style-type: none"> • What situation causes you to start the process? |
| Inputs | <ul style="list-style-type: none"> • What is needed to undertake the process? • What process provides these inputs? |
| Outputs | <ul style="list-style-type: none"> • What is created by completing the process? • What process uses this output? |
| Performance Targets | <ul style="list-style-type: none"> • What are the key performance indicators/measures that demonstrate the process is operating effectively |

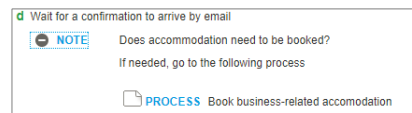
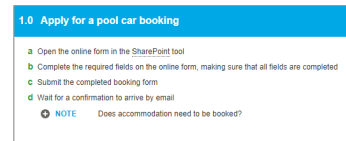
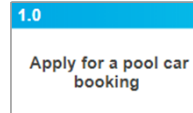


6

THE BASICS

UNDERSTAND KEY PROCESS ELEMENTS

- Activity**
- **What** are the key steps in the process?
- Task**
- Exactly **how** do I perform an activity?
- Notes**
- Describe the "**what if's**"
 - Use for exceptions, variations, business background explanations
 - Ensure the note title is a question and meaningful



rules,

7

THE BASICS

UNDERSTAND KEY PROCESS ELEMENTS

- Process group**
- Where this process will live
- Process title**
- Clear and specific so it is easy to find
 - Should start with a verb
- Process owner**
- Responsible for the quality of the process
 - Will approve any changes
- Process expert**
- SME and will do the lions share of the edits in

8

THE BASICS

UNDERSTAND KEY PROCESS ELEMENTS

Process objective

- What the process aims to achieve
- When it applies and when it doesn't apply (if useful)

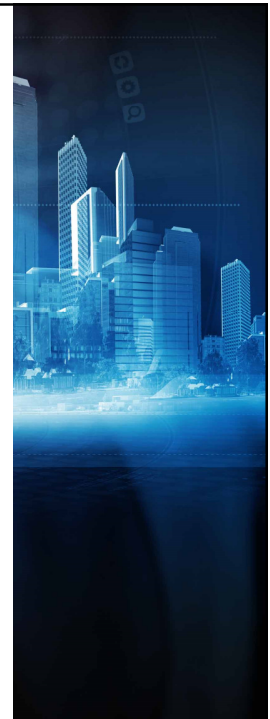
Process background (optional)

- To capture additional context or background information



9

PROCESS IMPROVEMENT



10

LEAN

Lean is...

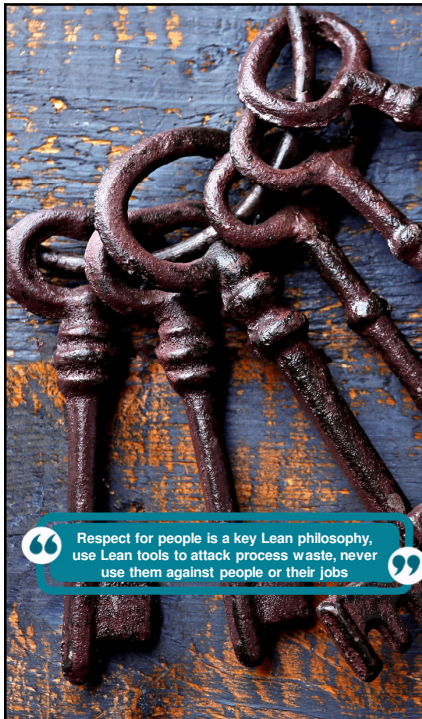
...A set of concepts and tools
designed to systematically eliminate
wasteful activities.

It's about fixing the process, not the people!

- Make the process simpler, more agile
- Less delays
- Better performance



11



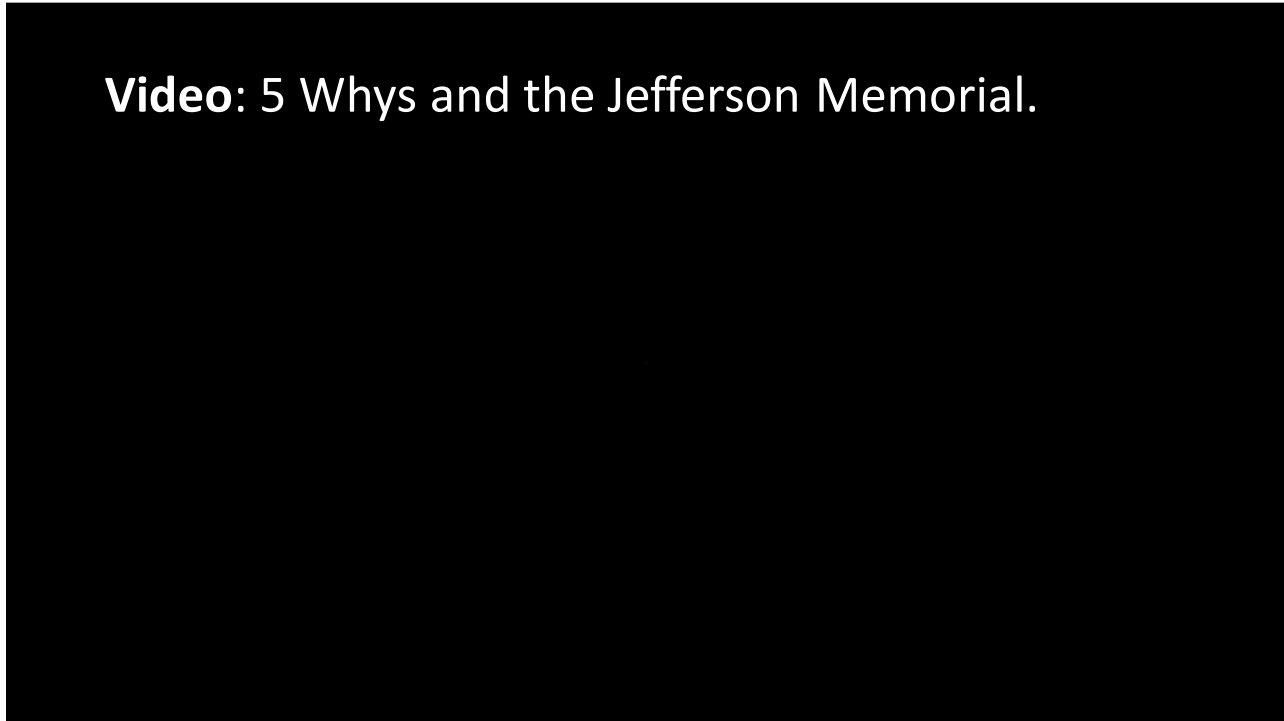
“ Respect for people is a key Lean philosophy, use Lean tools to attack process waste, never use them against people or their jobs ”

5 PRINCIPLES FOR QUICK WINS

- Standardise Work: document current process, standardise work - baseline for all improvements.
- Specify value from customer standpoint: Identify value stream from inputs to customer and eliminate process waste.
- Make the process flow: Align capacity with demand so that product / service flows at the right speed.
- Let the customer pull the value that they need: Design processes so that customer demand triggers delivery.
- Root Cause: When addressing an issue, take time to understand the root cause – don't jump into the wrong solution.



12



13



14

Automation explained

- Automation refers to software that is installed on a desktop or a server
- It is given instructions and follows business rules
- It emulates what a person would normally do:
 - typing, clicking a mouse, tabbing through fields, copy and pasting, using different systems
- It can be 'triggered' by a person to go and do something on their behalf (attended), or can execute tasks where no human intervention is required (unattended) – and a mix of both

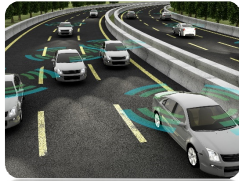


15



16

ACCELERATING PACE OF CHANGE



Driver-less cars



Creative
Constructions



Drone Helicopter
Taxis



Robotics



Basic Wage



Driverless Trains



17



18

KEY TAKEAWAYS

- Everything that happens within a Organisation is a process
- Capture the “happy” flow and hide the complexity
- Improve a process by thinking from your customer’s perspective
- Take a moment to understand the root cause
- Automate or you will fall behind!



19

For more information....

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20