

Business Process Mapping

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A little bit of PSU Financial Aid history....

- ❑ 2003-2004 a new student information system
- ❑ Continued to do things as in prior years – why not, we had always been very successful in service delivery and financial aid processing
- ❑ But, you know....it became very clear, very quickly that we could not continue to do things the same way....



So, we turned to....

**BUSINESS PROCESS MAPPING TO
HELP US REDEFINE OUR BUSINESS
PROCESSES AND BETTER MATCH
THOSE PROCESSES TO OUR NEW
STUDENT INFORMATION SYSTEM**

BPM for DUMMIES

**CHIEF OPERATING OSTRICH
ED N. SAND
PART 1**

DON'T HAVE YOUR HEAD IN THE SAND!

- BUSINESS PROCESS MAPPING or BUSINESS PROCESS MANAGEMENT (BPM) IS NOT RELATED TO TECHNOLOGY PROCESSES ONLY
- IT IS NOT A COMPLEX PROCESS REQUIRING YEARS OF EDUCATION AND TRAINING....
- ALTHOUGH THERE ARE PEOPLE YOU CAN HIRE TO RUN BUSINESS MAPPING PROCESS SESSIONS FOR YOU...
- OR YOU CAN DO IT YOURSELF....YOU JUST NEED TO HAVE A CHEERLEADER/LEADER TO RUN THE SESSION WHO IS NOT AFRAID TO ASK QUESTIONS AND BE A MEDIATOR
- KEEP IT SIMPLE

Defining a Business Process

- ❑ Business process: A collection of interrelated tasks, which accomplishes a particular goal
- ❑ Three types of business processes:
 - ❑ Management, **Operational**, Supporting
- ❑ A business process begins with a customer need and ends when that need is satisfied
- ❑ If you are process oriented – nothing stands in the way of that process flow
 - ❑ Barriers do not exist within the department or between departments

Source: http://en.wikipedia.org/wiki/Business_process

Defining a Business Process (continued)

- ❑ In other words, everyone within the organization works together to complete the process successfully and efficiently (TEAMWORK)
- ❑ The steps within the process must all be necessary to accomplish the goal
- ❑ Ask yourself, if a step does not add value, why are you doing it?
- ❑ Well defined processes:
 - ❑ Increases effectiveness (added customer value)
 - ❑ Increases efficiencies (save time and/or money for your institution)

Source: http://en.wikipedia.org/wiki/Business_process

By the way....

**ADDED VALUE TO THE CUSTOMER DOES NOT
ALWAYS MEAN MAKING THINGS EASIER FOR
YOU – OR CREATING LESS WORK FOR YOU**

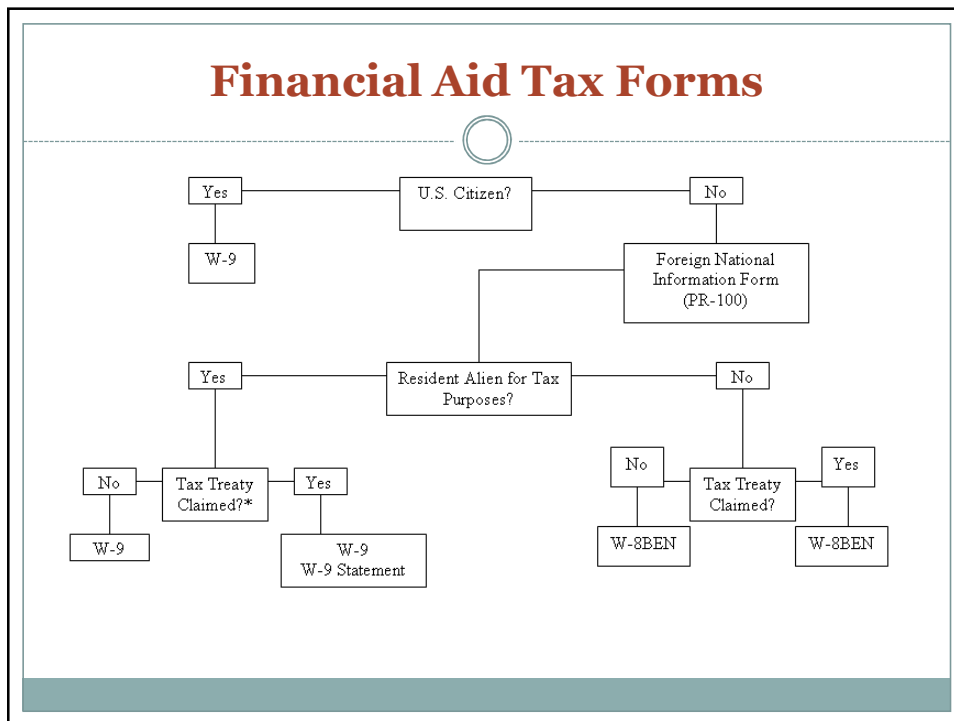
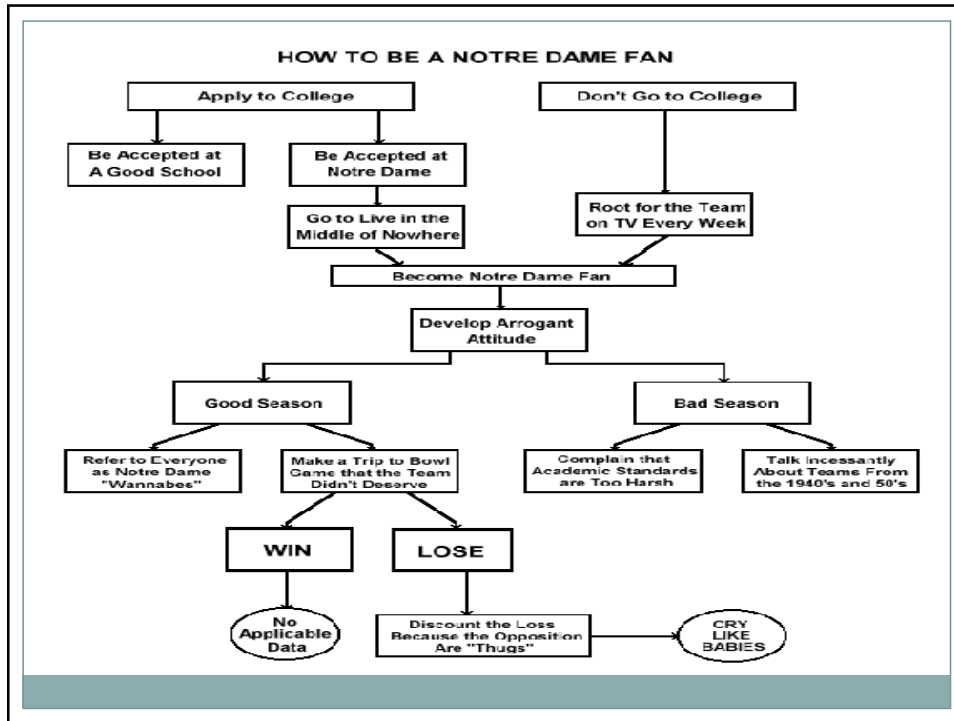
**SOME THINGS ARE SIMPLY THE “RIGHT” THING
TO DO**

What is Business Process Mapping?

- ❑ It's more than just documenting a new or old process.
- ❑ Business process mapping involves the following:
 - ❑ Identifying all of your processes
 - ❑ Identifying the person responsible for each process
 - ❑ Breaking down each process into the individual steps performed (from start to finish) – no step is too small to document
 - ❑ Physically map out the steps that are identified either on a computer, white board, easel – whatever is needed to present a visual image of the process for everyone to see as discussing

Start with...your most inefficient or ineffective processes....

- **PROCESSES THAT CREATE CUSTOMER DISSATISFACTION**
- **PROCESSES THAT CREATE STAFF DISSATISFACTION**
- **PROCESSES THAT TAKE MUCH MORE STAFF TIME THAN THEY SHOULD**



Holding a Business Process Mapping Session

- ❑ Participants should consist of everyone involved in the process, or who has a stake in the outcome
- ❑ Beginning back in the fall of 2003 our office held its first business mapping process session
 - ❑ Included the entire office (8 staff members)
 - ❑ One full day (out of the office), and several 1/2 day sessions before we were able to complete mapping each process, casual atmosphere, food provided
 - ❑ Last week we held our fifth annual business mapping process day (now takes only one complete day)
 - ❑ Must establish “game rules” in order for the session to be successful
 - ❑ Maintain an open mind, view with critical eye, ask why, non-judgmental, not defensive, respectful of others opinions, agree to disagree, no bad (“dumb”) ideas or questions, active participation required from all, AND.....

CONSENSUS rules!!

- | | |
|---|---|
| <ul style="list-style-type: none"> ❑ Overall understanding of why things are done they way they are ❑ Increased knowledge of all processes - “everyone starts to see the bigger picture” ❑ Better understanding of what everyone in the office does ❑ Buy-in on change (makes transition easier) ❑ Promotes creativity | <ul style="list-style-type: none"> ❑ Environment of continuous problem identification, collaboration, brainstorming, and solution implementation ❑ Empowerment of staff ❑ Positive, focused, energized staff ❑ And, a new list is started each time someone has a suggestion or discussion topic for next years meeting |
|---|---|

Outcomes of a Business Mapping Process Session

- ❑ **PROCESS FLOW DIAGRAMS**
- ❑ **DESCRIPTION OF ALL PROCESS CHANGES (16)**
- ❑ **ACTION ITEM LIST WITH RESPONSIBILITIES AND NEED BY DATES ASSIGNED (45)**
- ❑ **TOPICS FOR FUTURE DISCUSSION (CONSENSUS WAS NOT ACHIEVED OR FURTHER INFORMATION NEEDED)**
- ❑ **THE ACTION ITEMS LIST IS DISTRIBUTED TO ALL PARTICIPANTS AND PROGRESS IS REVIEWED AT ALL FUTURE STAFF MEETINGS**

Benefits of Business Process Mapping

- ❑ Cost/time savings
- ❑ Improved processes for staff
- ❑ Much improved customer services
 - ❑ More time spent with customers
 - ❑ Improved quality of work
 - ❑ Increased speed at which work completed
- ❑ Environmental impact (automation)
- ❑ Collaboration/teamwork
- ❑ View of bigger-picture
- ❑ Positive work environment
- ❑ Reallocation of time/savings to other beneficial efforts (\$MART)
- ❑ Continuous process improvement –new mindset
- ❑ Staff is empowered and valued

Thank you for attending this
session!!



QUESTIONS??

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