

A man in a dark suit and tie is shown from the chest up, holding a cluster of glowing gears in his open palm. The gears are of various sizes and are illuminated from below, creating a bright, warm glow. The background is dark and slightly blurred.

ON STRATEGY®

the business of tomorrow,
today.

“ Only one person is needed to make a commitment to a client, but delivering on the commitment requires the participation of the whole organization. ”

BPM

**Business
Process
Management**

www.on-strategy.com/BPM

BPM | Business Process Management

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An org chart represents the functional structure of an organization, but it doesn't depict what the organization does.

The same way that a functional view focuses on area management, a process view focuses on activities and the client's value creation.



The challenge

When was the last time that you did something for the first time?
Organizations' operations become lethargic. The processes are not reviewed at the speed that the market changes. The obsolescence erodes the operating margins. Executives feel only accountable for their part of the processes because their objectives are only linked to the performance of their areas. There is no management of the processes from an end-to-end stand point. Organizations operating this way are not setup to succeed.

The solution

Change your focus from the «how do we do it» to the «what do you want to achieve». The voice of the customer should initiate the process, and it should drive the design of the value chain. A model to accomplish this is SIPOC (Supplier, Input, Process, Output, Customer) with an integral client-provider end-to-end perspective, up to the client's experience and satisfaction, and the generation of utilities. This can be observed with Activity Analysis, a methodology, which dimensions the resources that are input to the process. Contact us, we know how to do it.



TOTAL EXECUTION
PROCESS | TEP

BPM



BPM process

1 Strategic Drivers

What is the business strategy? What is the value proposition? The redesign of the operations must be inspired in the strategic needs of the business. These needs will serve as starting point and guidelines for the transformation.

2 How do you do it?

Activities, information, structure and technology. A complete analysis is needed to learn “what”, “how”, “who” and “when”, and to describe the current operating capacities in the face of the challenges that the organization will undertake.

3 Designing the future

How will the new operation look like? What best practices will have to be used to address the operational gap? Once the proposed solution is validated, a commitment will be signed to secure their sponsorship and contributions to the change process.

4 Implementation

How to go from «concept» to the execution of the new design? Leadership, experience, change management and project management are the key components, supported by an implementation roadmap that will consider level of impact and effort.

5 Measure & Adjust

Is the current solution delivering the expected results? Post-implementation audits will allow you to calibrate and adjust in order to meet the desired maximum benefit, or to design a superior level of challenge. This is effective process execution.

I want a consultant [Click Here](#)

BPM Deliverables

- Business' strategic pillars.
- Picture of the current operations.
- Performance gaps.
- Future operating model and requirements.
- Implementation roadmap.

BPM Benefits

- A more customer oriented culture.
- Increased sense of accountability.
- Agility, efficiency and innovation.
- Improved inter-process fluidity.
- Better information and analysis.

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ON STRATEGY mission is to help
our clients to build **strategy
execution best in class practices**
to develop sustainable advantages
and enable business growth.

United States

Toll-free number: +1 (800) 684-0124

Phone number: +1 (818) 284-2918

Mailing address: ON-STRATEGY, LLC
80 S.W. 8th Street, Suite 2000
Miami, Florida 33130, USA

Latino America

Argentina: +54 (11) 5031 2026

Chile: +56 (22) 2350797

Colombia +57 (1) 381 9648

Honduras: (+504) 9967 2215

Mexico: +52(55) 5335 0800

Peru: +51 (1) 641 9426

contact@on-strategy.com

www.on-strategy.com

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