

The 8 Omega Framework

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8 Omega Online Training: “8 Omega – Applying DADVIICI – Part Two”

By Doug Kirkpatrick

Time to roll up sleeves and implement! The fourth online course in the 8 Omega series, “8 Omega – Applying DADVIICI – Part Two”, is about actually applying a business process design in the real world to deliver actual results--both for our customers and our organizations. The four 8 Omega elements covered in this module are: Integrate, Implement, Control and Improve.

The first element, Integrate, describes how to propagate the process plan throughout the organization using the familiar domains of strategy, people, processes and systems. I was particularly pleased with the emphasis on communication, which contained at least nine specific suggestions on how to deliver an effective communication program around BPM implementation. This may be the only training program that describes how to harness the organization mission statement to further BPM objectives!

How important is it to appoint the right people to process roles, rather than people who occupy certain boxes in the organization chart? It’s mission-critical. Along with aligning

reward systems with process strategy and instilling process thinking everywhere, the right people in the right roles is foundational to BPM success. Identifying stakeholders, tuning management and reward systems, and using metrics aligned with individual and team performance underpin the people aspects of integration.

Establishing checkpoints for evaluation, comparing “as-is” with “to-be”, testing (with feedback), migrating legacy systems to a new BPMS environment, re-prioritizing and re-defining with a constant eye toward customer outcomes, as well as numerous other specifics round out the Integrate module regarding process and systems.

With a coordinated action plan derived by Integration, it remains necessary to implement the plan. Crucial aspects of the Implementation phase include: constant communication, thorough training (both for process knowledge and BPM awareness), measuring progress against objectives, monitoring process health, deploying the BPMS, tuning current systems to the new process framework, auditing the process, and several other key activities all performed against a backdrop of constant communication, feedback and review of project scope. Whatever you do, don’t forget the need for adaptability and teamwork!

Control and Improve round out this course. To control, it’s necessary to review and monitor the strategic process model and assess BPM plan results. It will be hard to maintain progress without documenting and digesting lessons learned, especially regarding process strengths and weaknesses. There are several specific, useful suggestions for BPM awareness training here as well. Metrics must be understood at all levels of the process to identify improvement opportunities. Finally, the BPMS must be maintained in accordance with guidance and standards, and IT must be fully aligned with the new process paradigm. It’s not enough to realize gains if they can’t be held—rigorous BPM Control will help organizations hold their process beachheads and prepare for future attacks on inadequate processes.

Finally, organizations can use BPM to IMPROVE. Driving BPM deeper into the organization, gaining broader stakeholder understanding of BPM, savoring the appetizer of tactical quick wins in addition to enjoying the main course of effective core processes, and getting on the rapid upward escalator of continuous process improvement—all result from effective Business Process Management using the proven 8 Omega framework.

In the coming decade, organizations that appreciate the need for BPM will achieve competitive advantage. In some cases, that advantage will be insurmountable. For organizations considering BPM, the BPMG’s 8 Omega online training is a good place to start.

