



Effective Process Management

Organizations with mature process management typically have:

- Process owners accountable for performance
- Training programs to build capabilities
- Standard methodologies like Lean Six Sigma
- Repository of documented processes
- Dashboards to monitor process health
- Continuous improvement programs
- Cross-functional process teams
- Regular audits and control testing
- Technology enablement via automation
- Change management procedures
- Defined process-based organization structure
- Leadership commitment and engagement

Outcomes of Effective Process Management:

- Consistent execution within quality thresholds
- Improved efficiency via waste reduction
- Increased agility to changing conditions
- Reduced errors and defects
- Higher customer satisfaction and loyalty
- Lower rework and redundancy
- Higher employee engagement

Process excellence is a key source of competitive advantage. It enables predictable delivery of services that delight customers.