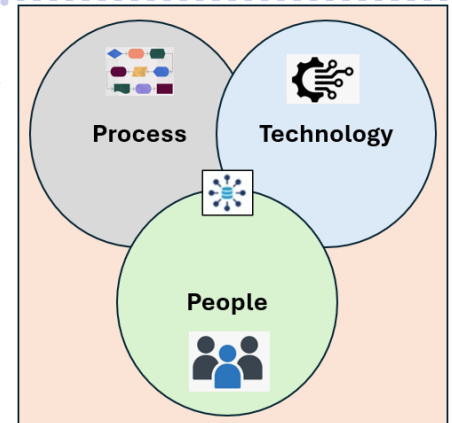




How a process first approach drives technology success

When organizations think about embarking on a digital transformation, they typically focus on a technology first approach. To be successful, organizations need to focus on a 4-pronged approach—Process, Technology, People and the resulting data / information. This approach will result in creating an integrated method of work that flows the needed development of process, technology and data/information throughout the enterprise. When thinking through all four aspects the company needs to orchestrate a coordinated approach to ensure the process drives the needed people ownership and creation of an integrated data/information for the overall solution. The involvement of the needed personnel from design to implementation will ensure embedment of the overall new solution—process, technology and resulting data/information.



Processes

The initial step is to understand how your organization currently operates. As well as , which company processes are currently manual processes and which processes are currently digital processes. This allows companies to understand the initial work of migrating manual processes to digital processes to include all aspects of conducting work in a digital manner.

Technology

Once the process framework is understood, the work of migrating manual to digital processes needs to occur. The next step is to see what can be achieved by automating all processes through the correct selected technology suites. This should be prioritized based on the value gained by the company and how it impacts the work key employees spend their valuable time on. The goal is to have key employees focus their energy on working on the anomalies that occur during daily execution versus working on everyday tasks that can be automated.

People

The next step is to integrate the people side of the equation. To obtain a full understanding of what is currently taking place in the company, key personnel need to be involved from the design of the process and technology. This will also provide the needed understanding of how to best interact in both the digital and physical world to create an efficient method of work. With this human involvement and interaction, comes the need to understand the organizational impact to the company before implementing and ensure these people areas of concern are address before / during implementation. Organizational Support for Organizational Change Management (OCM) is critical for a digital transformation to be successful in a company.

Data

Digital Assets—Data/Information once the technology enabled processes are established, the next objective is ensure creating, utilizing and managing the digital assets that are created and utilized within the digital processes. In terms of Engineering assets /artifacts, we think about Computer Aided Design (CAD)- 2D / 3D, Engineering Requirements at the Product, System, Subsystem and Item level. As well as Finite Element Analysis (FEA), Engineering Specifications and Guidelines, Engineering Test Design Verification Plan and Report (DVP&R), etc. In terms of Manufacturing assets /artifacts, we think about Process Artifacts, Work Instructions, Quality Specifications, etc. In terms of Service assets /artifacts such as Service Parts, Technical Service Instructions, etc. You also need to create a closed loop change and configuration digital process to manage the product lifecycle of all assets. This involves creating an Enterprise Change Process that includes Engineering Change Management, Manufacturing Change Management and Service change Management that encompasses the lifecycle from innovation all the way to end of life of the product.

A digital transformation is a multi-year journey. It needs to be planned correctly and executed in digestible initiatives. With this in mind, we would suggest the following in the context of what we discussed above:

1st : Process Design 2nd: System and Data Architecture 3rd : People & Org Change Management 4th: Data

At DRIVEN-4 we have industry proven processes and practices that we can help your organization get started on your digital transformation journey. If you'd like to talk about how we can help you give us a call!

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