

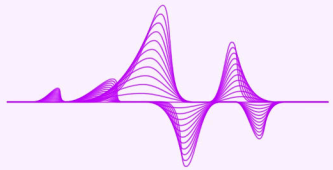
# Maturity Model for Business Processes

Understand the evolution of business processes and identify opportunities for improvement.



**by EMpower Solutions**

# Defining Business Processes



## Identify Key Activities

Understand the steps and tasks that make up your core processes.

## Establish Ownership

Assign clear roles and responsibilities for process management.

1

2

3

## Map Dependencies

Visualize how processes interact and rely on one another.

# Describing Levels of Process Maturity

1

## Ad-Hoc (Chaotic)

Processes are informal and reactive. They often rely on a single person with knowledge of the process

2

## Defined (Improved)

Processes are documented and standardized. They can be performed by multiple people in the team but they are not optimized. They may feel to your teams that they take up too much time or are sometimes overlooked.

3

## Managed (Optimized)

Processes are measured and controlled. They are automated as much as possible, or done by appropriate cost resources. They are scheduled and exception reporting will flag when they are not performed.



# Assessing Process Maturity

## Current State

Analyze existing processes and identify pain points.

## Desired State

Articulate the target future state for each process.

## Maturity Gaps

Determine the steps needed to bridge the gap.

# Identifying Improvement Opportunities

## **Streamline Workflows**

Eliminate redundant steps and bottlenecks.

## **Leverage Technology**

Automate tasks and enhance process efficiency.

## **Empower Employees**

Encourage employee feedback and participation.

## **Enhance Customer Value**

Focus on improving the customer experience.

# Implementing Process Enhancements

1

## Pilot Changes

Test new processes on a small scale.

2

## Gather Feedback

Incorporate employee and customer input.

3

## Refine & Scale

Finalize the new process and roll it out.

# Measuring Process Performance

Efficiency	Time and cost savings
Effectiveness	Quality and customer satisfaction
Agility	Ability to adapt to change

# Continuous Process Optimization



## Review

Regularly assess process performance.



## Innovate

Explore new ideas and solutions.



## Optimize

Implement and refine improvements.