

Starfish Capability Statement

Process Improvement

Organisations face continual pressure to adapt and change and those that have a strong understanding of their business processes are able to react more agilely to those pressures. The value of creating, maintaining and improving business processes is in both the creation and the protection of the intellectual assets that those processes represent.

Starfish can demonstrate a depth of capability in designing, developing and improving useful business processes. Starfish has the thinking and the experience to produce or improve business processes.

What is Process Improvement?

Process improvement refers to a series of actions taken to identify, analyse and improve existing business processes within an organisation to meet business goals and objectives and to react quickly to competitive pressure. Business processes have starting points and ending points, and they are repeatable.

Process improvement requires the application of knowledge, tools and techniques and implementation of systems improvements.

Starfish approach to Process Improvement

Starfish approaches Process improvement in a systematic way, taking either an enterprise view, a set of processes or a specific process used to achieve a business outcome. Our view is that even simple documentation of a process can add value and the approach to process improvement can be as small or as large as the enterprise needs.

In all cases we look for answers to the questions *Who? What? When?* in a business process. For example:

Who?

Who are the participants, what are their roles, how are they organised?

What?

What is it that the participants do, how do they do what they do?

When?

When is the work started and when is the work finished? How long should each task take and what are the consequences of non-achievement of completion?

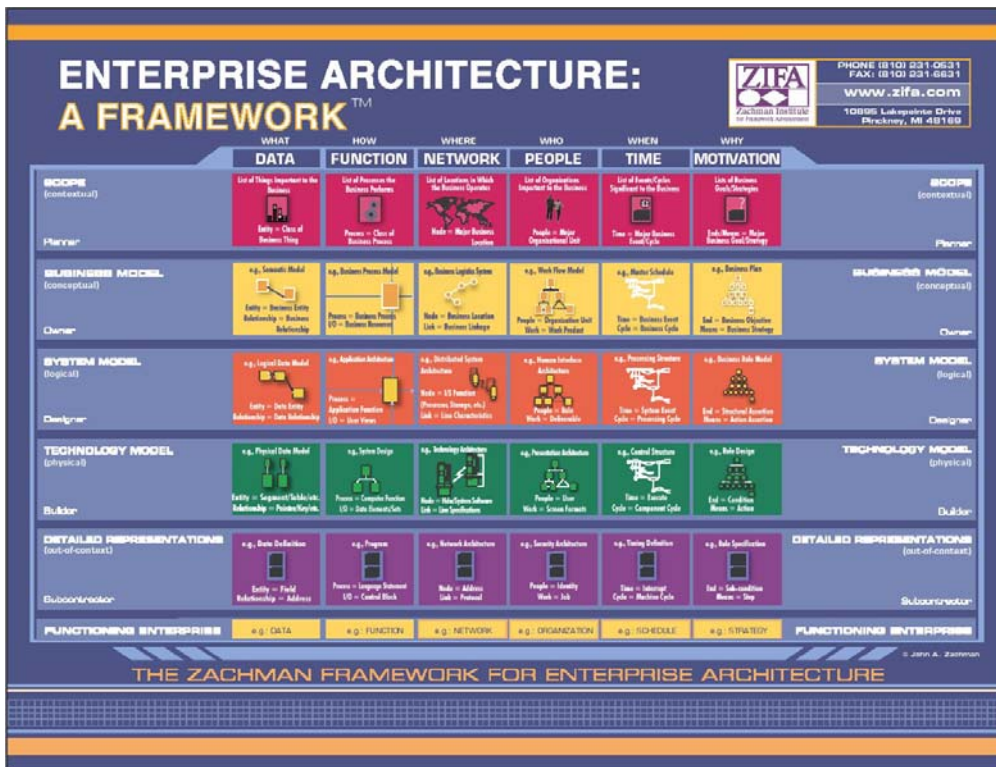
Process Improvement methodology outline

Starfish primarily uses the Zachman model which provides the ability to define an enterprise in a structured way, by using a 6x6 two dimensional matrix to classify components of the enterprise:

Horizontal: The horizontal cells of the framework are based around common questions: What, relating to data; How, relating to function; Where, being the Network or location; Who, identifies people or identities; When, pertaining to times; and Why, covering motivation.

Vertical: The vertical cells cascade through the development of an Enterprise business strategy through the business model, the system model and the technology model down to the development of detailed data definition.

This model allows the business architecture and model to be developed within the context of an Enterprise Architecture.



Starfish capability in Process Improvement

Starfish has a number of consultants who are expert in the design, development and improvement of useful business processes. Our consultants are adept at many differing approaches to business process analysis, design and improvement as well as having specific expertise in the application of the Zachman Framework.