Scheer

Enhancing Transparency and Compliance through Advanced Process Management

Summary

A leader in the environmental services industry embarked on a transformative journey to elevate their process management capabilities to a new standard. The core objective was to enhance transparency across end-to-end (e2e) processes to support the company's improvement initiatives and ensure compliance. This was achieved through the conversion of their process modeling documentation from their legacy system to SAP Signavio's repository system and the integration of additional attributes essential for compliance reporting.

Leveraging Scheer America's process modeling and repository expertise, the company adopted an efficient and reliable approach that organized their extensive range of comprehensive information models into a structured folder system. This new set up not only streamlined their operational processes but also made them more adoptable to future changes and scalable in managing increasing complexities.

Organization Background

As a nationally recognized leader in the environmental services industry, the organization offers a comprehensive range of services and technologies to enhance environmental sustainability and operational efficiency. Recognizing the evolving demands to the industry and the need for agility in their operational processes, the organization initiated a strategic overhaul of their process documentation.

This strategic overhaul invoveld transitioning from outdated Casewise models to the advanced, structured, and governable SAP Signavio system. The goal was not only to maintain high-quality modelling standards, but also to ensure that their documentation system could support ongoing improvements and adapt to future technological advancements. With a commitment to excellence and a forward-thinking approach, the organization embarked on this transformative project to streamline the organization's procedures effectively.

Business Challenge & Opportunity

The central challenge of this initiative was to accurately capture their As-is process models to include regional variants and essential documentation within their process framework. The project began with the conversion of existing models to SAP Signavio's repository system across multiple batches.

An additional challenge was the absence of crucial attributes and governance information within their process documentation. Scheer Americas was thus tasked at assigning custom attributes and governance to the organization's process models to ensure consistent communication among the business and IT experts.

Lastly, the organization needed a structured folder system to house the converted process models as well as develop an initial process management playbook outlining best practices as well as standards and guidelines. This presented the opportunity to provide the organization with the knowledge to better support internal operations and provide a strategic blueprint for sustained operational excellence in future endeavors.

The Solution

The transformation began with the conversion of nearly 1,500 Casewise business process models into SAP Signavio's state-of-the-art process modelling and repository software. Alongside this, over 300 custom attribute and dictionary entries were added, encompassing mandatory reports and governance controls. These were organized into a structured repository with consistent BPMN process naming conventions and a nested folder system. This solution facilitated the development of tailored process models, incorporating specialized documentation that enhances user engagement and process management across the organization. Overall, Scheer Americas helped the organization create company specific process models that include the required process-related information. This enables employee end-users to intuitively interact with the process models they manage and to allow for strong oversight enabling value-driven business process management.

Results

This successful project resulted in the following outcomes:

- 1,424 process models converted to visualize current As-Is state consistently and accurately resulting in company-wide transparency.

- Added over 300 custom attributes to specific process models to allow for reporting of compliance metrics.

- Created a repository dictionary that includes customized entries, attributes, and visualizations which helps to simplify and accelerate process initiatives.

- Established structured process repository with consistent naming conventions, folder structures, and custom attribute visualization in order to allow for easy navigation and seamless understanding of organizational processes.

- Created a process management playbook that outlines best practices, standards and guidelines for business process management simplifying the roll-out of an enterprise-wide process management approach.

- Provided detailed, tool-specific processes and instructions for how to create and maintain a process repository to enable value-driven business process management.
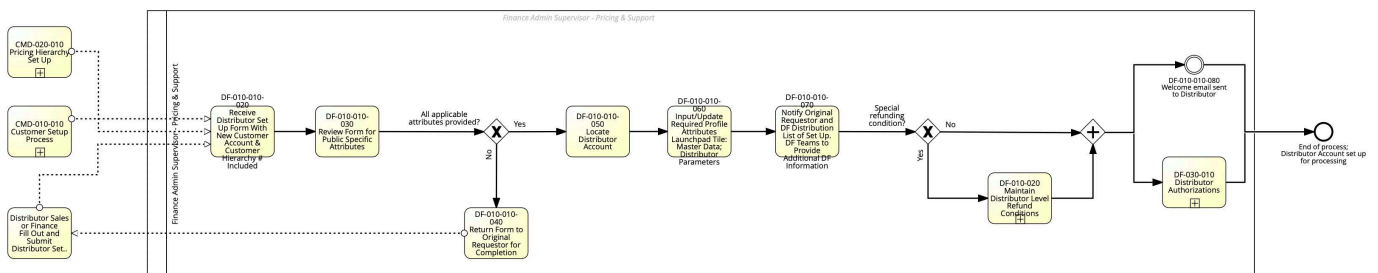

Figure 1: The level 3 As-is Process Model