

Prepare Your Processes So ERP Doesn't Break Them

Doing More With Less

Welcome: Lunch and Learn



- 30-minute session
- 15-minute open discussion
- Light and easy
- Take at least one action
- The recording will be available on our website
- Introductions

Context

- Starting ERP implementation
- Convoluted processes
- Going with out of the box processes
- It sounds okay- but confusion!

Why should we bother?

Amazon vs eBay

Uber vs Swan
Taxi

Commonwealth
vs P&N

Ikea vs
Furniture
Bazaar

Uniqlo Vs H&M

The Difference

A GOOD process supported by
GREAT tech



Good Tech with Bad Processes

- Big companies using big software and still miserable



Covering basics: Myths



1. Out of the box processes



2. Adapt and Adopt



3. Process mapping

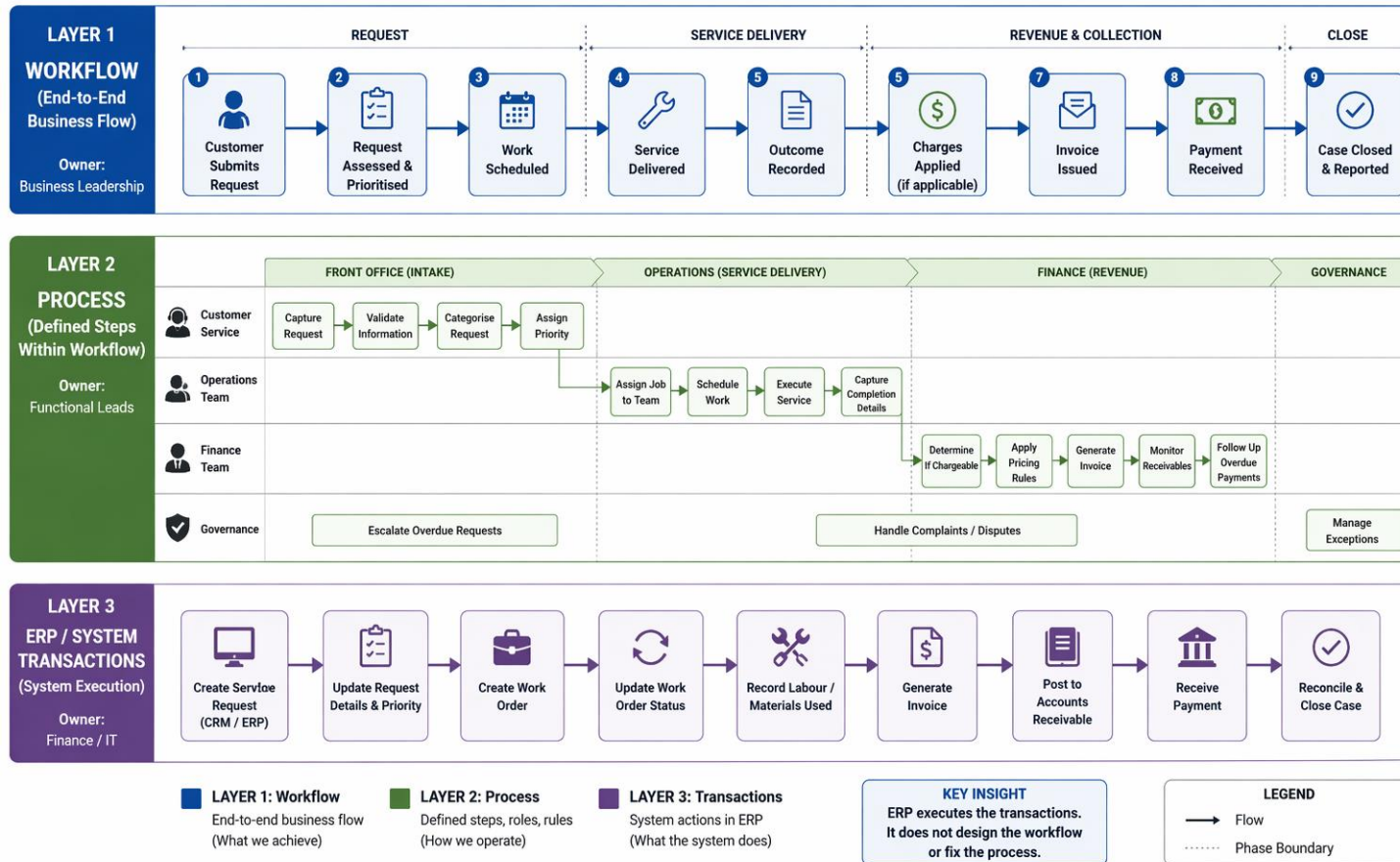
Basics: Definitions

Layer	Description	Owner	Example
1: Value Chain	End-to-end business flow	Business leadership	Request-to-Service-to-Cash (R2S2C)
2: Process	Defined steps within workflow	Functional leads	Intake, Service Delivery, Revenue, Governance
3: ERP Transactions	System execution	Finance / IT	Accounts Receivable

Example

Request-to-Service-to-Cash (R2S2C) – End-to-End View Across 3 Layers

One end-to-end flow shown at three levels of detail



Key Message

01

Get an alignment on definition of process upfront

02

Seek clarity on how we tackle process management discipline upfront

03

Formalise and seek approval on the baseline plan

Example

- *Define end-to-end Value chains*
- *Phase 1: Basic processes*
- *Phase 2: Improve and optimise processes*
- *Use out-of-the-box ERP transactions*

The Challenge?

- Why Process Management discipline is too challenging?

7 Process Hotspots

7 Process Hotspots

1. Ownership ambiguity - *Who owns end-to-end outcome?*
2. Shadow processes - *Where is Excel running your business?*
3. Process variation - *Same work, different methods*
4. Decision gaps – *Who decides and based on what?*
5. Data breakdown – *Bad data and its impact on process*
6. *Exception handling – When things go wrong...*
7. *Visibility – How can we see end to end flow?*

Actions

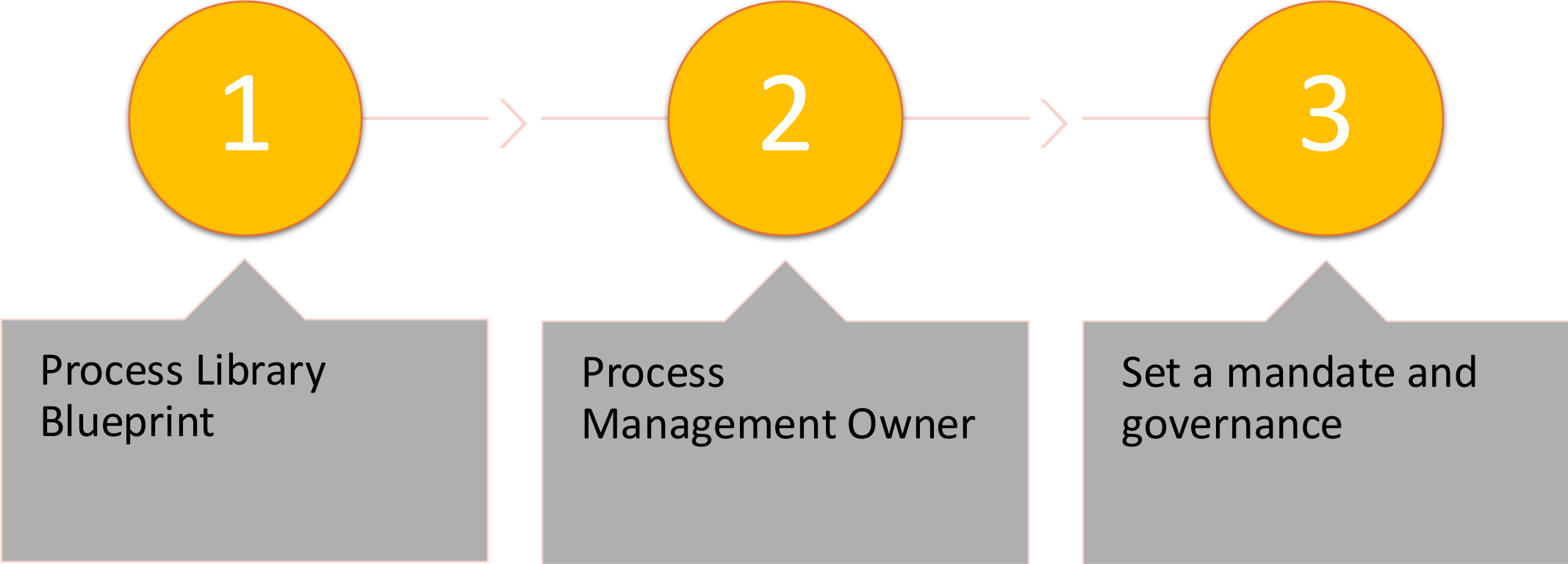
- Evaluate your project against these 7 Process Hotspots and assess your risks
- Bob's spreadsheet audit



What Do We Need?

Process to manage Process
Management discipline

Process Management Process



Closing thoughts

- Process Management is a discipline, not a task
- It starts before the project
- It ideally never ends

