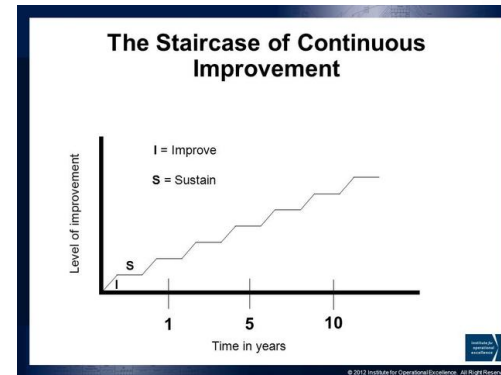# SUPPORT
BUSINESS

Mauro Pozzan

mauro@passi.com.br

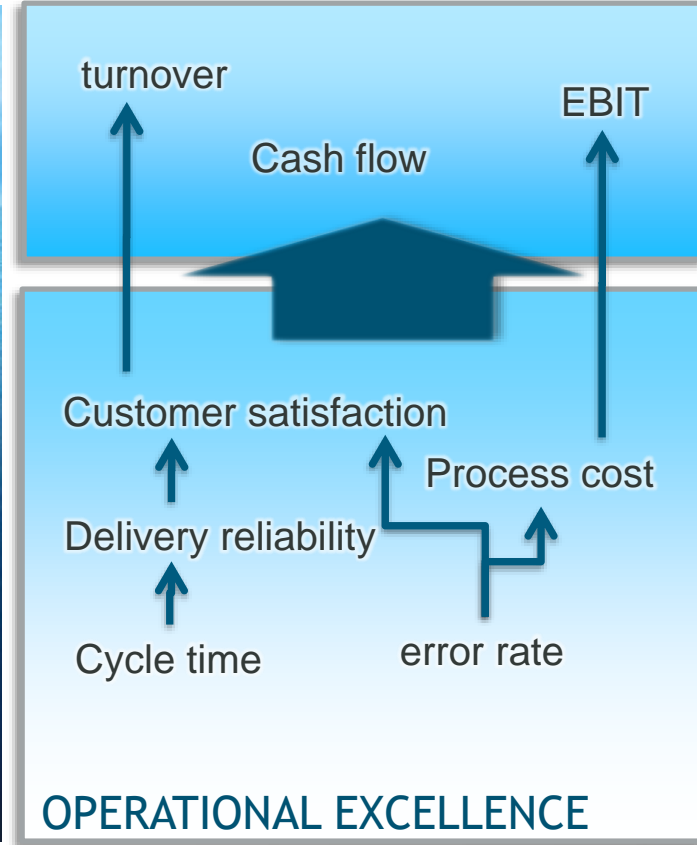# WHAT WOULD YOU CHANGE ...

... if the Management would implement an ERP-system for a second time?

80 %   More attention to the process optimization

65 %   Go ahead intensively and systematically According to the company goals

60 %   Pay more attention to the area spanned cooperation Within the concepts

55 %   Provide simultaneous implementation of a Management Information System

50 %   Enlist the project management out of the relevant department

45 %   intensify trainings

35 %   Stronger including of the works council

35 %   Enforce changes more courageously

30 %   Better proofs of economy

20 %   Avoid big-bang implementations

The Staircase of Continuous Improvement

I = Improve

S = Sustain

Level of improvement

S

I

1   5   10

Time in years

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[Computerweek (Germany)]

BUSINESS LEADER PRIORITIES ARE CLEAR

"KEY INSIGHTS" ABOUT BUSINESS PROCESSES

Dr. Michael Hammer
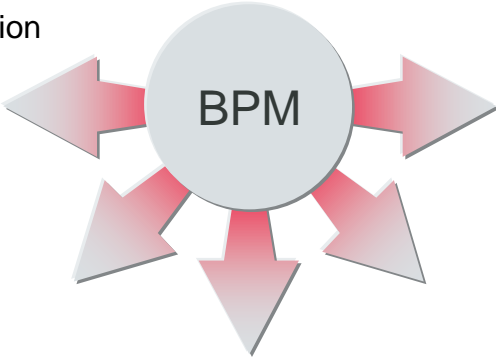*IDS Scheer ProcessWorld*

1. "A bad process is better than the process!"   "A
    process bad It is best of what none process"

2. "A good process is better than a bad process!"
    "A good process is better than a bad case! "

3. "Even a good process can be made better!"
    "Even a good process can be improved! "

BUSINESS PROCESS MANAGEMENT

MATURITY

Level 1	Level 2	Level 3	Level 4	level 5
No organized processes	Some organized processes	Most processes organized	Processes are managed	Processes with continuous improvement
culture heroes	Processes are improved in the working group or department	Processes are organized and redesigned at the enterprise level	Processes are measured and managed systematically	Process teams with continuous improvement
new features	Reduction and control of IT costs Reducing time-to-market documented processes	responsible business fast and effective change processes	reactive change to real time Increased transparency	Business Optimization quality enhancement in the decision Optimization between the business and IT areas

Need Transformation

Maturity in Process
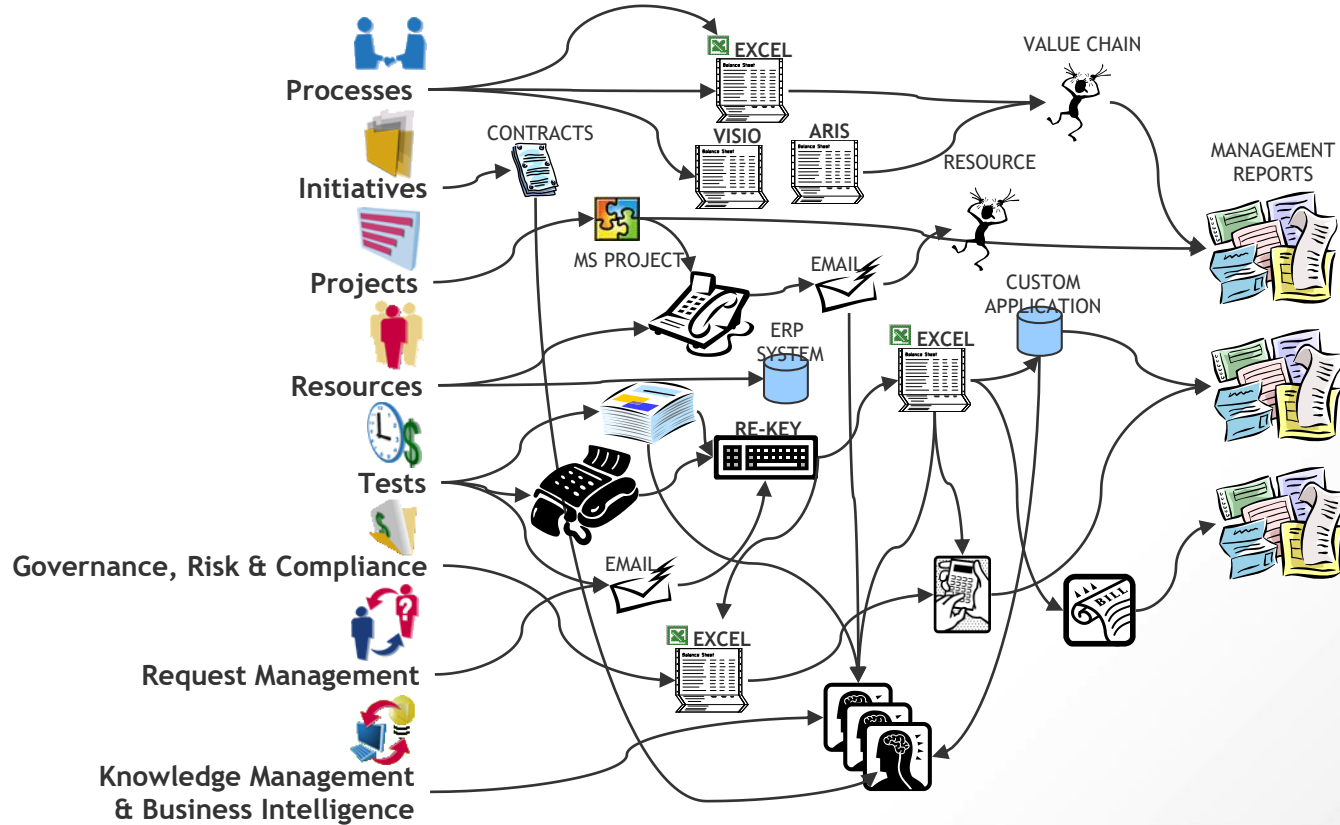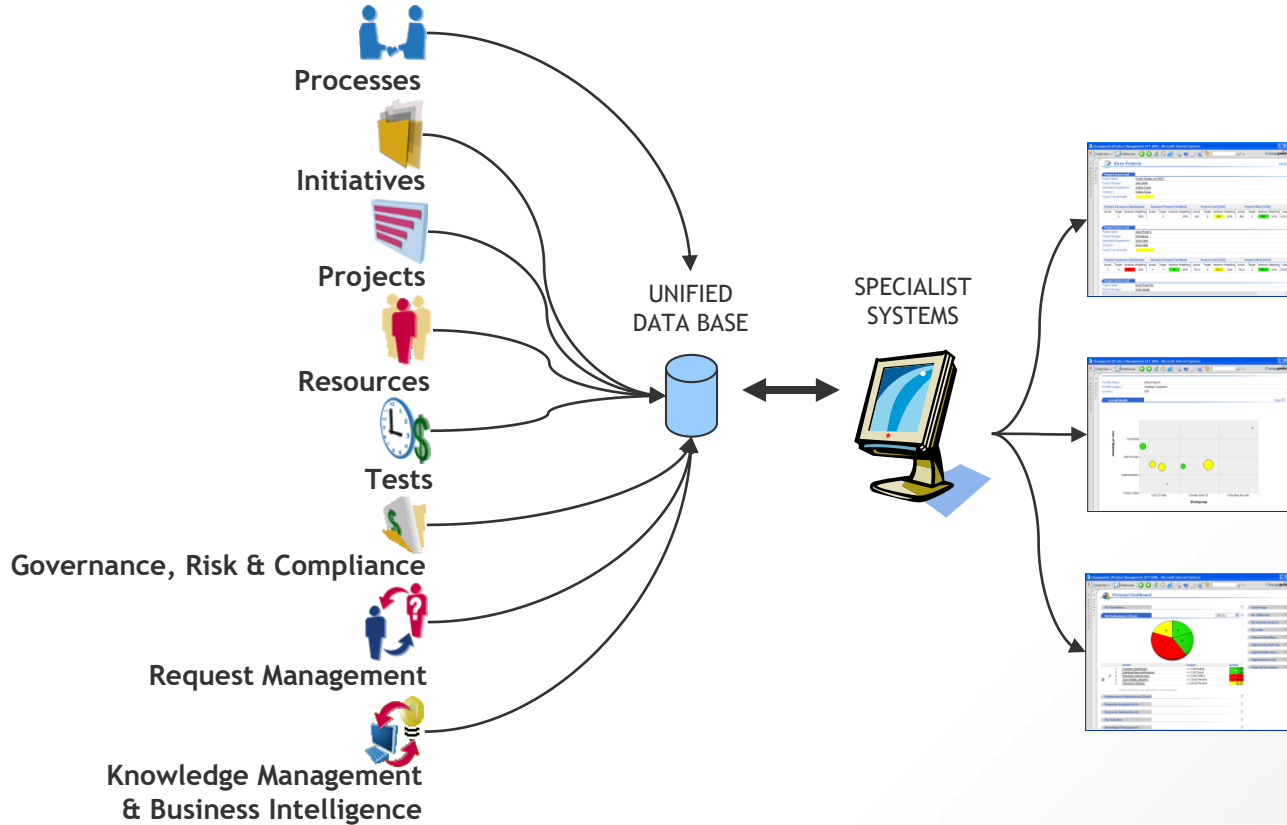
How's your business?

LONG WAY

SHORT WAY

LIFT

Support, it is the ability to sustain or support one or more conditions, displayed by something or someone. It is a characteristic or condition of a process or a system allowing their stay, at a certain level for a certain period.

important points of support:
1. Business Value Chains
2. Business Process
3. Documentation
4. Information Security (SoD)
5. Methodological procedures
6. Indicator Management
7. Risk management
8. Tools
9. Training
10. Change Management
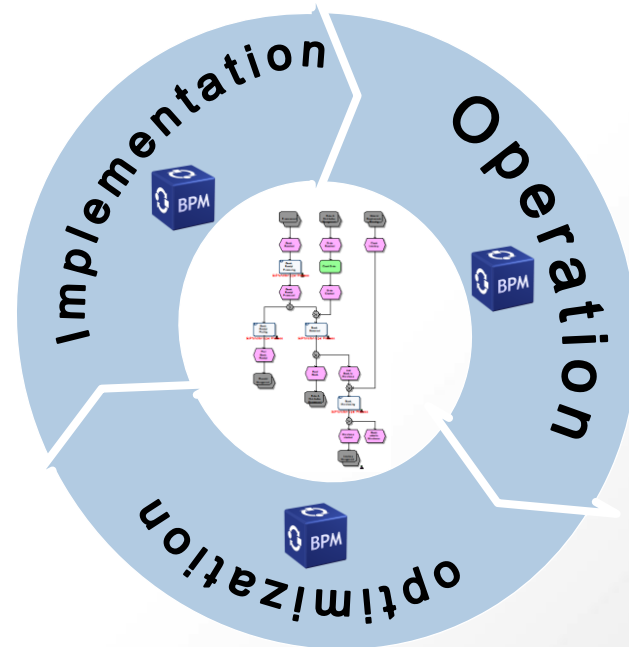
WHAT IS PAIN?

important points of support:

		Implementation	Operation	Optimization
1.	Business Value Chains	🔴	🟢	🔴
2.	Business Process	🔴	🟢	🔴
3.	Documentation	🔴	🟢	🟡
4.	Information Security (SoD)	🔴	🟢	🟡
5.	Methodological procedures	🔴	🟢	🟡
6.	Indicator Management	🟡	🔴	🟡
7.	Risk management	🟡	🔴	🟡
8.	Tools	🔴	🟢	🟡
9.	Training	🔴	🟢	🔴
10.	Change Management	🔴	🟡	🔴
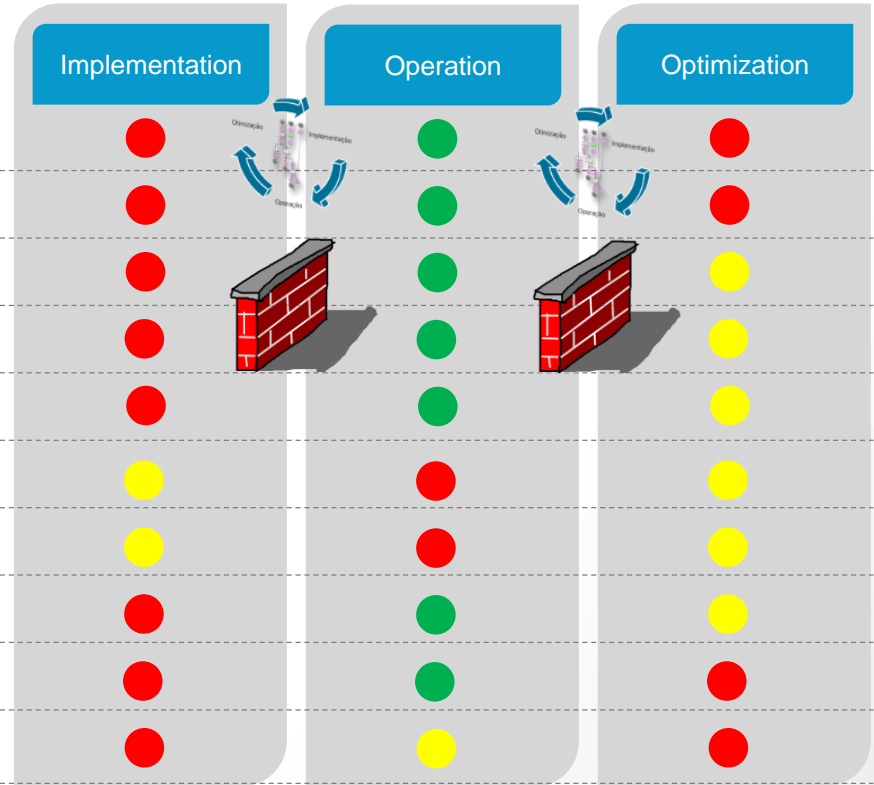
Subtitle
Critical 🔴   Attention 🟡   Control 🟢