

# What is Business Process Analysis?

How will this help MPC?

# Theory

- Process Theory
  - All work is part of a process
  - Processes evolve over time
- Significant processes are “horizontal”
- Technology *cannot* fix process problems
- Technology *can* enable significant progress
- Business Process Analysis (BPA) is a systematic framework for analysis and improvement
- BPA is a lever for change

# Benefits of BPA

- Better service for students, faculty, and staff
- Streamlined operations -- fewer steps, simpler processes
- Greater efficiency and better use of everyone's time
- Reduced “firefighting”
- Significant improvements, not just marginal change
- Clarification of priorities -- alignment of business processes with institutional objectives
- Improved collaboration and fewer organizational silos
- Error reduction and elimination of unnecessary work

# Methodology

- Take a “horizontal” approach
  - Purchasing - from reqs to checks
  - Enrollment - from application through registration
  - Hiring - from recruiting to first paycheck
- Assemble stakeholders in the same room
- Map current process
- Identify obstacles and opportunities
- Develop “ideal” process
- Create action plan

# Implementation

- Keys to successful projects
  - Executive support
  - Process owner as “champion for change”
  - High-functioning project team (implementation team may be different from re-design team - different skills required)
  - Strong project management
  - Resources
  - Clear scope
- Prioritize opportunities
- Create project structure with project sponsor, process owner, implementation team
- Develop plan: scope, timeline, budget

# Why use consultants?

**To gain objectivity.** A consultant brings a fresh, unbiased view to your situation or need, something those close to a situation may have difficulty achieving.

**To avoid undue staff pressures.** Requiring your own staff to mount extra effort when they already bear a full workload will often result in shoddy work and unsatisfied customers. A consultant is able to devote full attention to the problem or task assigned.

**To bring special skills to bear.** Some tasks really do require a specialist. Strata Information Group has verified expertise and experience for doing this kind of work for many California Community Colleges.

To build a bias for action and increase the **speed** with which you get results

To provide focus, clarity, energy and confidence