



Invest in Processes as well as People

October 2015

Processes are Scalable—People less so

People and processes are what get things done in business. The role of processes increases as businesses grow due to the need to co-ordinate actions across the business and to help focus larger groups on a common goal. Strangely most managers and executives accept the need to train their teams and renew their skills as businesses develop, but few consider the need to renew and adjust business processes, systems and procedures. There are a number of good reasons to invest in systems, processes and procedures (a few of which are listed below):-

- Well documented processes reduce mistakes and help teams work more effectively together.
- Strong processes can improve staff flexibility by making it easier for a new person to understand what is going on within their own area and in the wider business.
- Business processes are owned by the business and thus reduce the impact of personnel changes.

Stage	Objective	Benefit/Looks Like
Optimised	Continuous improvement	Minimum Overhead, organisation actively adapts to changes
Predictable /Compliance	Managers manage procedures & plans	Focus on future, preventive action
Standardised	End to end procedures established, business process integrated	Overall Productivity improvement – platform for growth
Managed	Pockets of procedures and systems exist – management try to enforce but variable results	Stable local procedures, some reduction in re-work
Start	Few procedures – just do it approach	Hero & Villains

Based on Carnegie Mellon Maturity Matrix (1995)
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So how do you know if your processes are healthy—one way is the Carnegie Mellon Process Maturity Matrix and the Hammer Enterprise Maturity Model ([click for more details](#)). People and businesses processes are how things get done in a business for help getting the most out of yours contact Business Transformers for an obligation free discussion.

Why not have a no obligation discussion?

Business Transformers Ltd specialises in understanding businesses and helping them move forward. If you need help with a difficult change programme, have stubborn margin or growth challenges or are suffering from scalability, yield, or margin difficulties please contact us for an obligation free chat. Equally if you need commercial dispute resolution Business Transformers can also help with that. ([Contact details](#))