



## Business Process Management System (BPMS) What's missing in your corporate deployment strategy?

*"Our plans miscarry because they have no aim. When a man does not know what harbor he is making for, no wind is the right wind"*  
Lucius Annaeus Seneca Roman philosopher

### What harbor is the Firm making for?

In the two decades since the Six Sigma initiative was launched at Motorola, it has traveled the world, has been implemented by many companies evolving into a plethora of "maps" charting a course through uncertain waters. Some companies have had limited success, creating efficient processes and dramatically decreasing the bottom line, while the top line has languished in the doldrums. The companies that have succeeded in going beyond just variation reduction and created breakthroughs in their top line have done so by taking a step back to look at the whole picture, plotting a course and selecting initiative yielding the greatest results. Through it all they remain continuously focused outward on the customer.

BPMS facilitates strategic planning by examining a firm's business strategies, customers, processes, and in conjunction with six sigma project management, creates a practical, functional approach. Acknowledging that listening to the Voice of the Process (VOP) will reduce the bottom line, but listening to the Voice of the Customer (VOC) to grow the top line.

Overall, BPMS creates a practical, functional approach to strategically meeting the voice of the business, utilizing a customer focused COPIS methodology.

Companies such as GE, Bombardier, and Samsung have already accelerated their Six Sigma achievements with in their Business Processes through a BPMS approach, recognizing that although efficient processes are necessary to decrease the bottom line, efficient processes do not guarantee effective results with the customer. A company's strategy in reengineering to create the top line must first start with the customer.

### Proven Practical Approach

A vital step in BPMS is the designation of Process Owners, their responsibility encompassing oversight and management of projects focused on improved performance of the key customer requirements. Prior corporate attempts at "Reengineering" had the right focus, the customer. Lacking the tools and proven methods, however, it sometimes created chaos. Business Process DMAIC projects had the tools and methods, but created internally efficient and non cohesive improvements. BPMS, through the top level Business Process focus on the customer, enables employees to cooperate proactively across the functional boundaries, creating interdepartmental efficiency and effectiveness breakthroughs.

Uniworld Consulting Inc is currently assisting several of our customers integrate BPMS into their Executive, Champion and Strategy sessions to properly start or restart customer focus, insuring optimum top and bottom lines. Please contact us at (US) 757-877-2611 or on the web at [www.uniworld.biz](http://www.uniworld.biz).

