Organizational Architecture: Process

PRESENTED BY:

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Meet Your Presenter

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Agenda

- Define your processes to achieve the desired business outcomes.

- Document your processes and accountability measures using SN's best practices.

- Understand how processes contribute to your overall success.

Key Questions

- Are there silos within your organization?

- Is there good communication in your organization?

- Do people know what good communication looks and/or sounds like?

- Does collaboration happen in the organization?

- Is there clear, consistent decision making?

- Are employees empowered?

Poll Question #1

Which one of these exist in your organization?

- Confusion
- Anxiety
- Redundancy and Gaps
- Frustration, Turnover, and Information overload
- All of the above

Discussion Extended
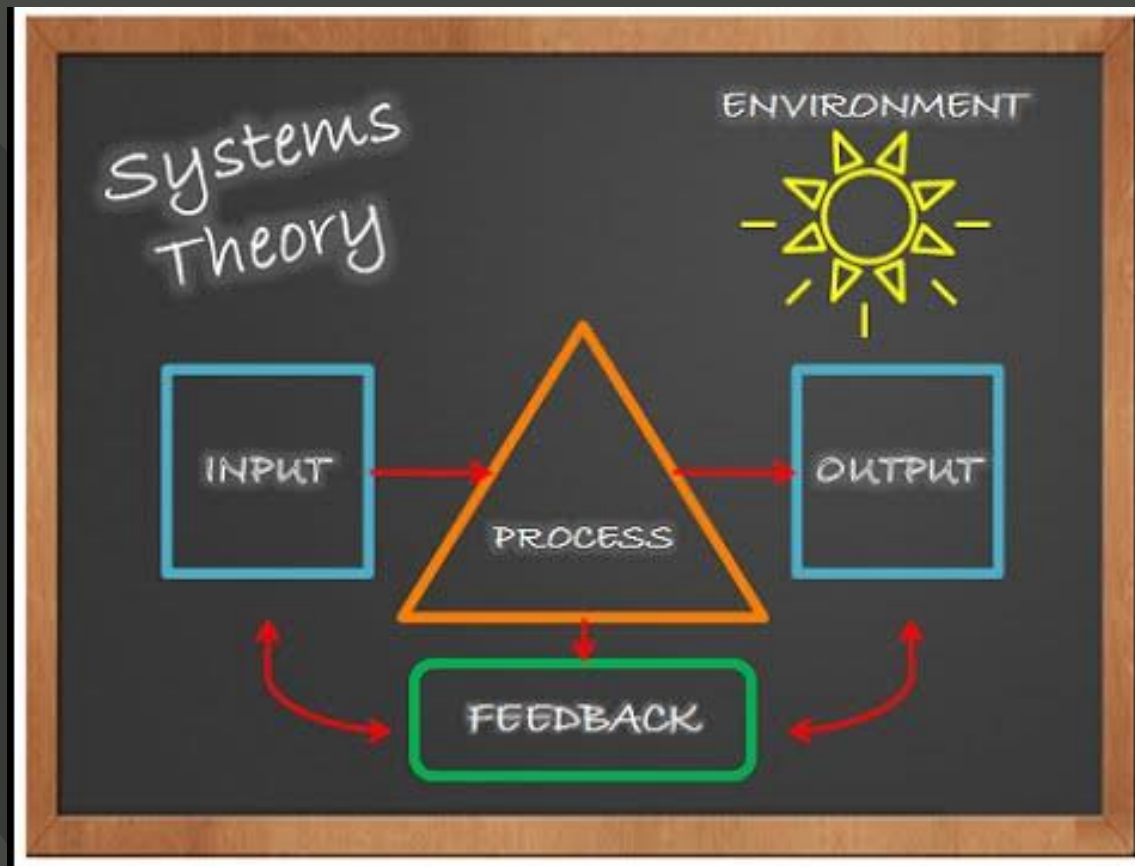
Confusion – Is your purpose/cause clear?

Anxiety – Are your Business Strengths defined?

Redundancy/Gaps – Is your company structure appropriate?

Frustration, Turnover, and Information Overload – why we are here today! Processes, Policies, Procedures!

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General Systems Theory

Basic Business Model

BD/Sales → Delivery → Support

Policy

A course or principle of action adopted by a government, party, business, or individual.

Eg: Timesheets must be entered daily, and submitted for approval by COB each Friday.

Policy (cont.)

- Guides decision making
- Provides boundaries for employee behavior
- Aligns behavior with Corporate Goals etc.
- Ensures compliance with applicable rules, laws, quality standards etc.
- *Caution – avoid too rigid*

Procedure

A series of actions conducted in a certain order or manner

Eg: Log into the system and go to the Timesheet module. On the first row select the project, phase, task and enter the hours and minutes (in 1/4 hour increments). Click save. In the toolbar at the top of the timesheet, click submit after all hours are entered for the week.

Procedure (cont.)

- Provides clarity on "how" to perform task
- Provides specific steps taken and resources/tools used to successfully perform the task
- Ensure standardization and consistency
- Tip/Trick – create a cataloging/library system to inventory procedures and make them readily available to all employees
- *Caution – ensure defined so anyone could pick up the procedure document and perform the task with minimal guidance.*

Poll Question #2

What is your biggest pain point with processes?

- We don't have them defined

- People don't follow them

- They are outdated

Processes

A series of actions or steps taken in order to achieve a particular end.

Employee uses technology to enter hours worked and/or paid time off daily, submits timesheet by close of business every Friday, Supervisor reviews and approves timesheets by noon on Monday, Payroll Manager transfers time into payroll software to process payroll, and deposits net pay into employee bank account.

Processes (cont.)

- Flow of work getting done – order, sequence etc.
- Accountability
- How achieve desired business outcomes
- *Caution – efficient, consistent, quality*
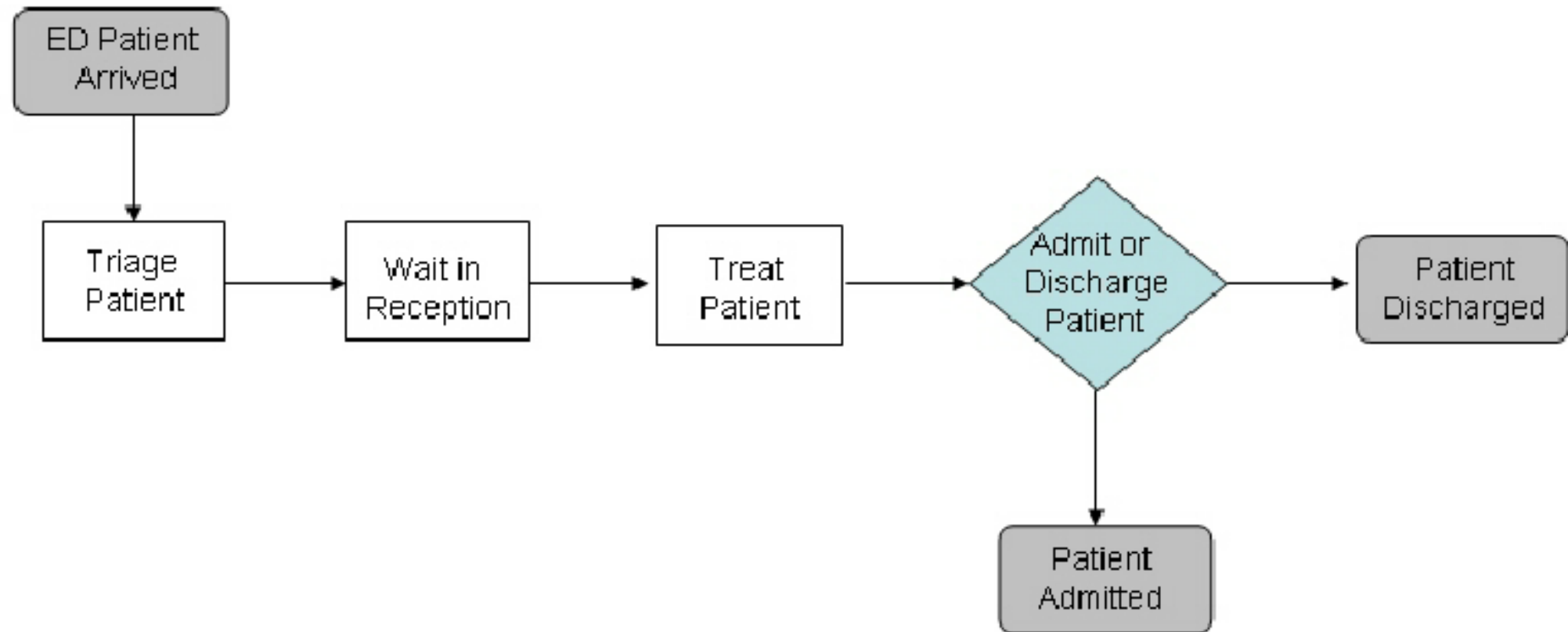
Process Diagram

- Visual representation of the sequence of steps and decisions needed to perform a process.
  - Beginnin
  - What step/task is performed
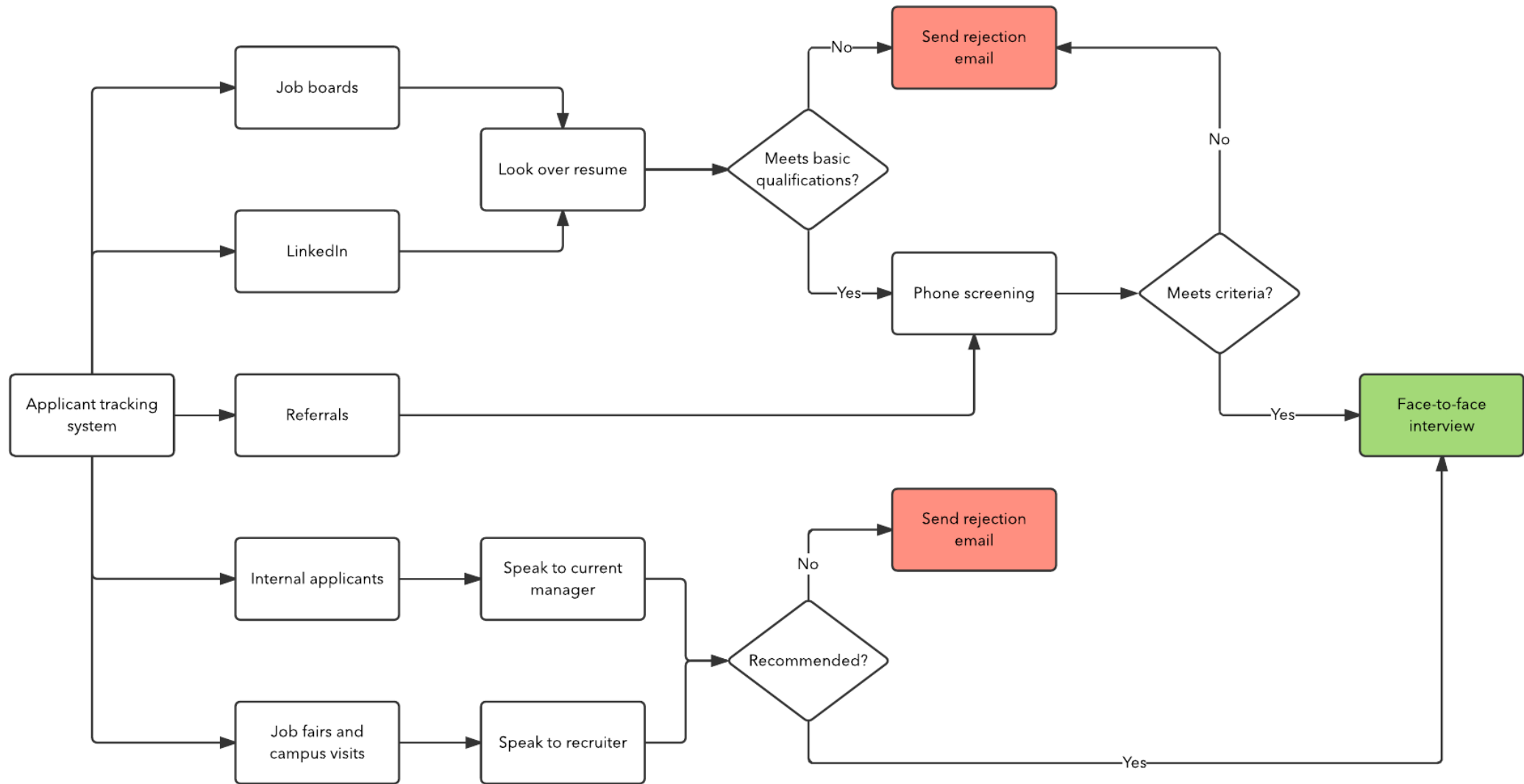 - Decisions
  - Documents
  - Action

FLOWCHART/PROCESS FLOW DIAGRAM
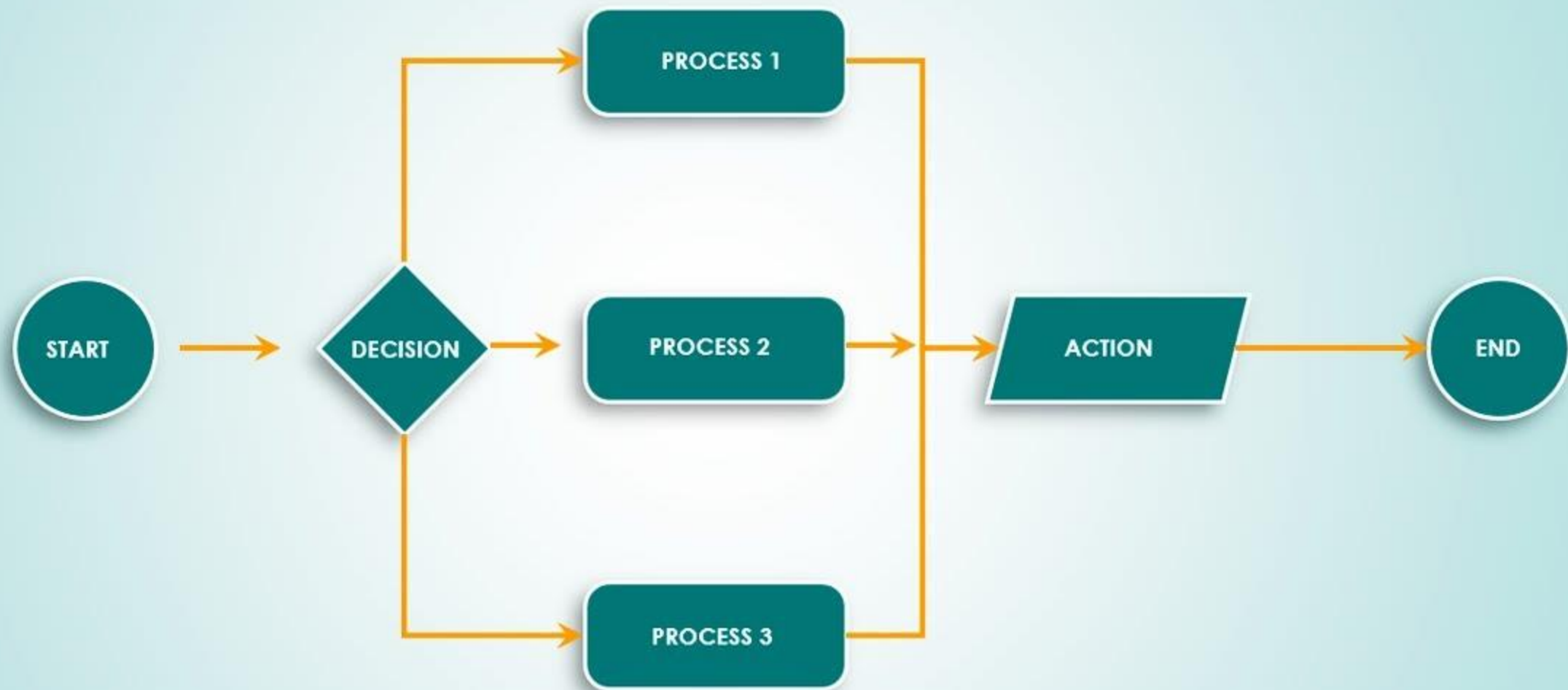
Example – Emergency Dept

RACI Matrix

R – Responsible – person working on activity

A – Accountable – person with decision making authority

C – Consult – key stakeholder who should be included in decision or work activity

I – Informing– person who needs to know of decision or action

RACI Matrix - Example

Example RACI Chart

Project Deliverable (or Activity)	Project Manager	Strategist	Designer	Front End Developer	Back End Developer
Design site map	C	R	A	I	I
Design wireframes	C	A	R	I	I
Create style guide	A	C	R	C	I
Code templates	A	I	C	R	C

Responsible
The team member who does the work to complete the task

Accountable
The person who delegates work and provides final review on a task or deliverable before it's deemed complete

Consulted
People who provide input on a deliverable based on the impact on their work or their domain of expertise

Informed
People who need to be kept in the loop on project progress

Poll Question #3

Are your processes aligned with where leadership wants to take the company into the future?
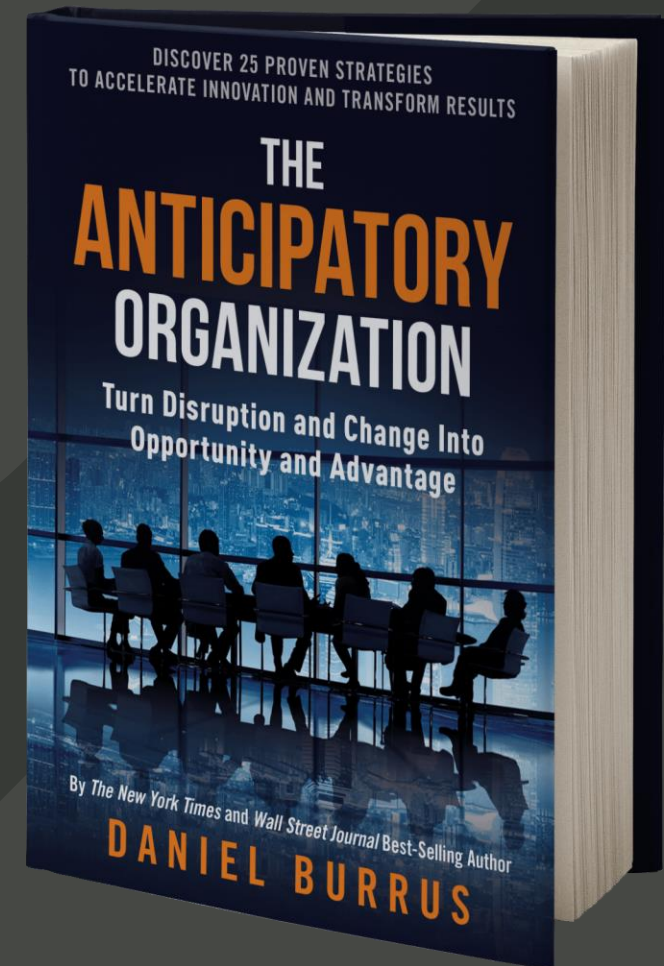
- Yes
- No
- Unsure

Things to Consider

- Knowledge, skills, abilities to perform each task
- Job/Position descriptions
- Tools/resources needed to perform tasks
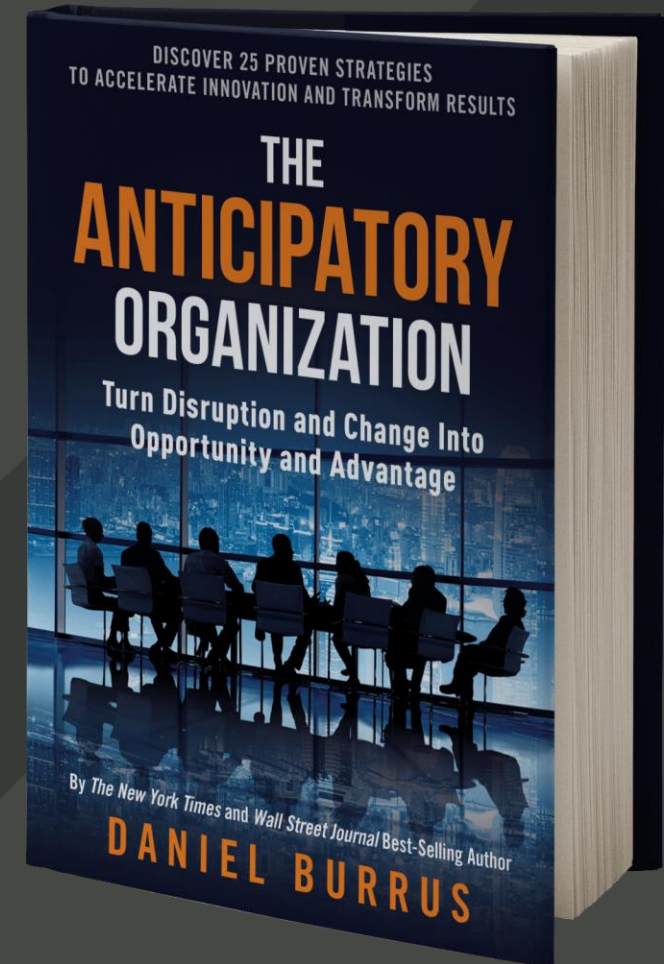- Training priorities
- Reward employees

Anticipatory Thinking

- Know what's next
- Develop Opportunities
- Shape the Future
- Accelerate Success

Know What's Next

- Demographics
- Technology
- Regulation

Up Next

Wednesday, Sept. 7 – 2:00 p.m. EST
- Organizational Architecture: Structure - Stambaugh Ness

Thursday, Sept. 8 – 2:00 p.m. EST
- Business in a Disruptive Era: A Town Hall Discussion - Stambaugh Ness

Questions?

Where do I start?

Contact

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Kristi focuses her extensive expertise on helping clients design a workforce that is not only prepared for the future, but one that leverages disruption to thrive and succeed. Weaving together a unique blend of anticipatory tools and insights with practical solutions, providing clients with an organizational architecture that empowers them for the NextGen.

Applying deep workforce knowledge, Kristi helps companies overcome challenges by providing strategic direction, implementing and improving policies and procedures, and skillfully turning human capital management into a competitive advantage.

Professional Highlights
- National AE Industry Presenter
- PhD - Organizational Management
- MBA
- BS - Accounting
- Senior Certified HR Professional
- Non-profit Board President

Thank You!

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