

BizFlow[®]:

REAL* Business Process Management for DMAIC Implementations

A **HandySoft Corp.** white paper
for Six Sigma professionals

*BizFlow is REAL:

- **Ready to use, configurable**
- **Extensible through SOAP and XML**
- **Accelerates productivity across the enterprise**
- **Lowers business transaction costs**

Overview

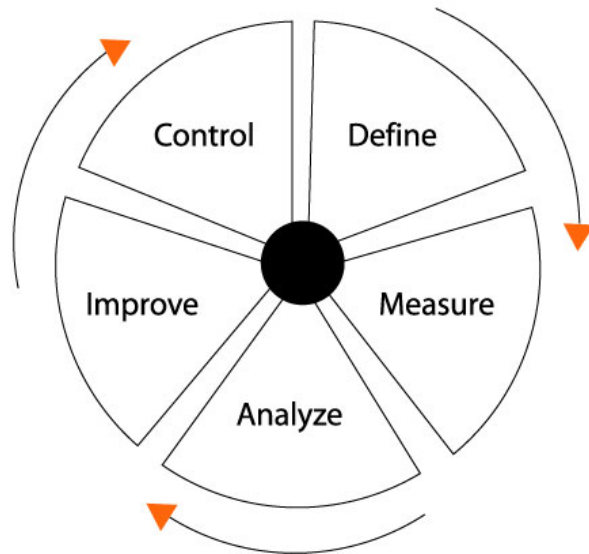
Six Sigma methodologies are used by leading global companies — including General Electric, Motorola, Citibank and Allied Signal — to improve business processes. The rigorous discipline and precision of Six Sigma can lead to dramatic results. For example:

- Six Sigma projects positively impact the bottom line. The ROI varies by company and project but ranges between 10:1 and 50:1.
- With Six Sigma projects, it typically takes just four to six months – with “quick wins” coming even sooner, in some cases weeks. Normally it can take 12-14 months before an organization sees results with traditional quality and process improvement efforts.

Yet the “process of improving a process” can be fraught with technical, financial, and political hazards. The challenge of accomplishing the work involved in an Six Sigma initiative can be met with the right tools and a REAL enterprise process platform.

An indispensable tool in conducting a Six Sigma project is a business process management (BPM) platform such as BizFlow[®], the award-winning BPM and enterprise workflow automation solution from HandySoft. By leveraging the power of BizFlow and the five-phase Six Sigma improvement cycle DMAIC (**D**efine, **M**easure, **A**nalyze, **I**mprove, and **C**ontrol), BizFlow increases your return-on-investment (ROI) while accelerating the speed of implementation of your Six Sigma initiatives.

In this paper, we review the five phases of DMAIC and provide some insight into the features and benefits that BizFlow offers which makes this solution an ideal platform for companies that are already using Six Sigma or are thinking about beginning a Six Sigma implementation.



The precision and information required in the DMAIC methodology permit no inaccuracies or delays. A business process management (BPM) solution such as BizFlow[®] allows you to quickly capture and model your business process, study its performance, modify it on the fly, and manage it for continuing success in the future.

Define

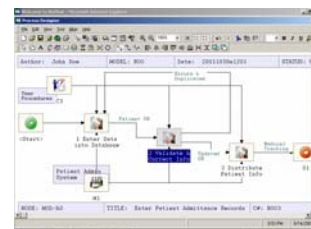
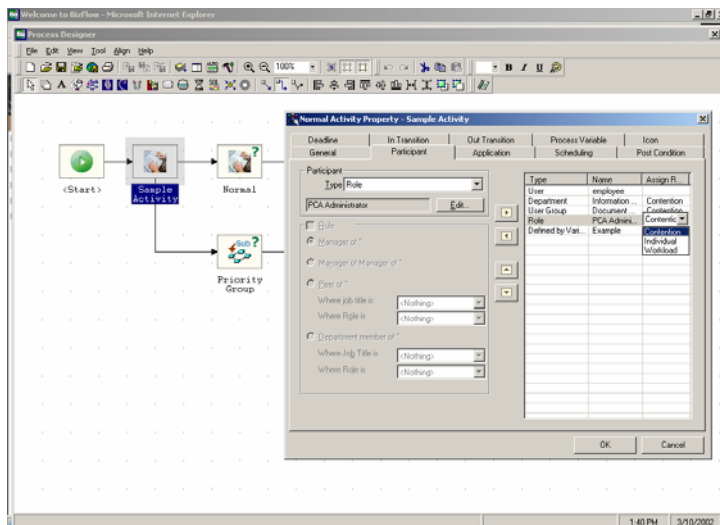
The “Define” stage of DMAIC involves identifying the problems with a process, creating a model of the process as it exists, defining requirements and goals for the improved process, and defining project goals and customer deliverables. This is a vital phase of the DMAIC process; the slightest deviation in precision at this point will result in process errors and missed targets throughout the rest of the implementation.

DEFINE...with powerful yet flexible process modeling and complete access to people and systems.

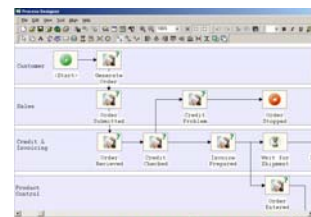
BizFlow’s Process Designer provides a powerful tool for the Design stage of DMAIC. The BizFlow Process Designer offers a canvas upon which the process can be easily drawn and re-drawn until accurate (and easily modified later during the “Improve” phase). Its graphical, point-and-click modeling environment and intuitive property editors enable business and IT specialists to quickly define and deploy automated business processes by rapidly configuring activity types, participants, deadlines, transitions, routing and branching logic — all without programming skills on the part of the process designer. Additionally, BizFlow can import Microsoft Project plans and Microsoft Visio diagrams to accelerate process excellence in your projects.

BizFlow also offers a Forms Designer to help the process modeler rapidly create electronic forms — electronic versions of traditionally paper business documents such as insurance forms, mortgage contracts, and others. Then, to seamlessly integrate people into processes regardless of their location, BizFlow provides users with the information and tools they need to conduct process-related work.

BizFlow’s process modeling tool also provides messaging and database adapters to integrate front- and back-office applications and systems, such as your customer relationship systems or inventory control systems, into your automated business processes with minimal effort. BizFlow’s support for workflow and security standards, along with support for wireless technologies, Web Services, SOAP, XML, and similar Internet-driven standards and protocols, extends your reach beyond brick-and-mortar boundaries to capitalize on the strengths of partners.



IDEF0 standards



Cross-functional mapping

BizFlow lets you easily build and modify dynamic models of your business processes.

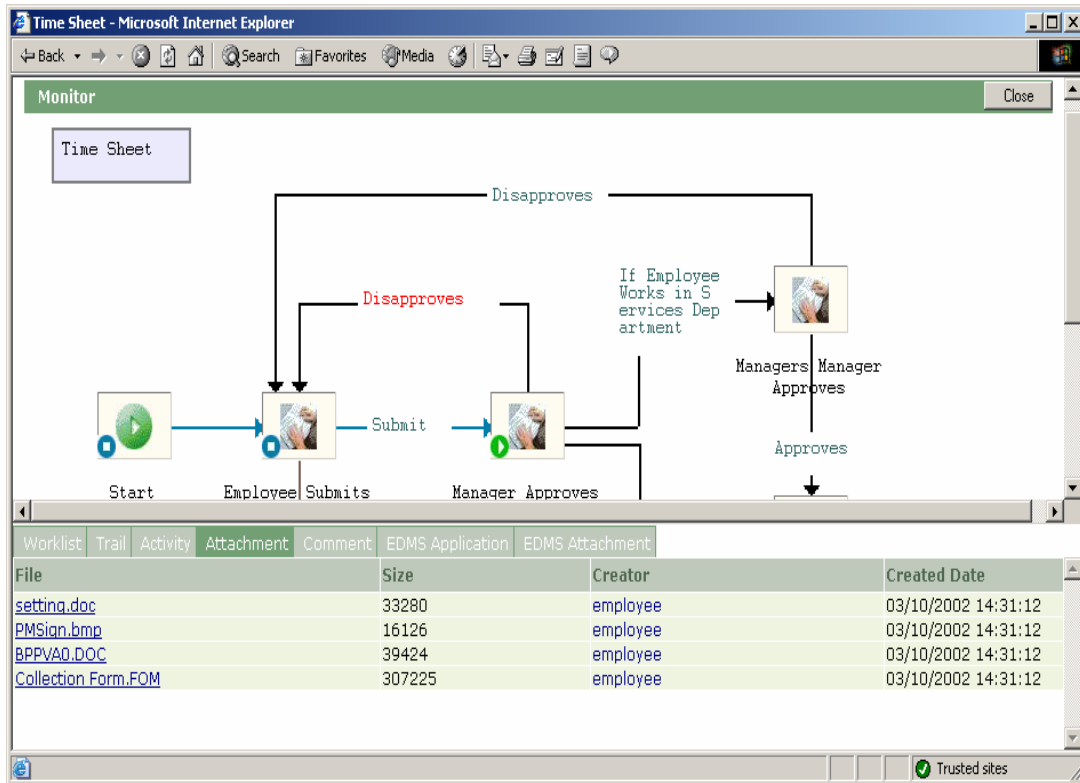
Measure

Measurement is key to the success of improving a business process; it's necessary to have metrics that provide feedback as to which aspects of the process are working, where there are problems, and the scope of those problems so you can quantify them and gauge the extent of improvement.

MEASURE...with audit trails, routing rules, and other features that yield valuable metrics.

BizFlow gives you a major advantage in measurement thanks to its ability to track and report on each activity in your process. BizFlow's Process Designer is a powerful and easy-to-use tool that supports complex routing rules (such as loops, iteration, conditions, and rollbacks), synchronous and asynchronous nested processes, parallel process execution, and multiple starting and completion points.

BizFlow's Audit Trail Monitor provides a graphical depiction of a workflow process in progress. Color-coded icons show at a glance the status of a workflow at any point. Detailed information regarding who, what, when, and where is presented in tabular format for immediate reference. The Audit Trail Monitor is readily available to users at all times, providing important process details such as: status of requests, date/time requests were received or due, request urgency indicators and priority levels.



BizFlow gives you a window into your processes for real-time monitoring capabilities.

Analyze

Analyzing the performance of the process involves studying the performance of the process as reflected in the performance of the process as compared with baselines established during measurement. To be able to analyze the process and take further action toward improvement, your process management system needs to deliver data in clear, easy-to-interpret reports.

ANALYZE...with robust process monitoring, reporting, and auditing.

BizFlow provides powerful, dynamic reports tool that deliver customized, real-time views of the essentials of your business processes based on a variety of parameters. Called "BizCoves," these reports can be easily configured to measure current activities and historical performance. You can get reports on an entire process or drill down to specific activities within a process, within specific time periods, automatically displaying significant findings in clear, easy-to-understand tables and graphs.

BizFlow supports reporting capabilities for Benchmarking, Status, Workload, Throughput Trend Analysis, and Ad-Hoc Process Search, supporting diverse information needs — from executive-level reporting to technical support troubleshooting. Reports and process metadata can also be exported to Excel or in OLAP cubes for assimilation into advanced reporting tools, such as Crystal Reports. These reports provide valuable insights into the process being studied and provide the metrics necessary for continuing process improvement.

The screenshot displays the BizFlow software interface. At the top, there is a navigation bar with 'Management', 'Preference', and 'Help' options. Below this, a breadcrumb trail shows 'Work Area' > 'Process Definition' > 'Process Instance' > 'Process Archive' > 'Application'. The main content area is divided into several sections:

- Project Manager Approvals:** A table with columns for 'Project Name', 'Task', 'Completed By', and 'Actions'. It includes a filter dropdown set to 'All Work'.
- Division at a Glance:** A section titled 'Executive Das' featuring a pie chart labeled 'Proces'.
- Things To Do:** A list of tasks with columns for 'Process Name', 'Process Desc', and 'Process'. It includes a filter dropdown set to 'All Work'.
- Overdue Activities - Microsoft Internet Explorer:** A window titled 'Overdue Activities' with a table showing activity details. The table has columns: 'Activity Name', 'Process Name', 'When Due', 'Current Participant', and 'Overdue by (DD:HH:MM)'. The data includes entries for 'Employee Submit', 'Manager testing', 'Request my test', 'Employee Submit', 'DTIC-RS', and 'Director Reviews'.
- AMA Contracting Request:** A table with columns for 'Name', 'Description', 'Create Date', and 'Creator Dept Name'. It shows one entry for 'AMA Contracting'.
- Version Creator Dept Name:** A table with columns for 'Version' and 'Creator Dept Name'. It lists several versions of 'BizFlow for Ad-Hoc Loop' and 'BizFlow for Email'.

BizFlow's real-time reports give you the data you need to analyze your process.

Improve

Improving the process requires making changes to the original process as defined and modeled earlier in the DMAIC method. It also requires making the steps of the newly improved process as easy to accomplish as possible. That means simplifying tasks, offering easy-to-complete electronic forms for the process, and giving users support at each step of the process to eliminate errors and exceptions.

IMPROVE...with an easy-to-modify process model, and easy-to-perform tasks.

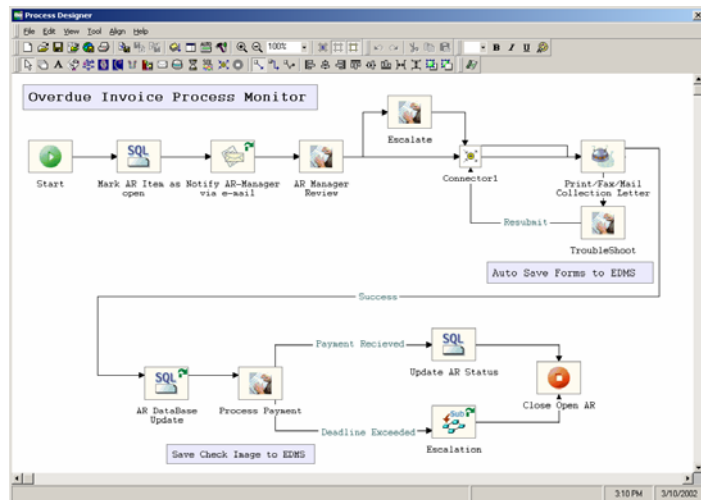
This is where BizFlow pays major dividends in DMAIC projects. The same process model used to define, measure, and analyze the original process can now be quickly and painless modified to implement the improvements. Nothing is wasted. You don't have to trash a lot of hard work invested in building the original process. With BizFlow, you can modify the model you've built, change its parameters, re-route the flow of tasks and work items, add new systems, and change personnel and their assignments.

To make the activities within the process itself easier for users to perform, BizFlow supports customizable user interfaces for different audiences —customer groups, service managers, service representatives, and employees. Virtual workplaces composed of easily configured, portal-ready blocks provide users with access to the content and processes they need, when and where they need it.

To ensure that your re-designed process performs as intended, BizFlow graphical and application interfaces can be extended using XML, XSL, WSDL and SOAP technologies to integrate people and systems external to corporate firewalls.

BizFlow provides robust configuration management/control of business process models, business rules, integration connectors, business data, and configuration of product components. As the workflow definition is being developed, it can be tested for completeness

BizFlow also has process instance versioning. This means that work-in-progress is not interrupted when modifications are made to process definitions. Likewise, a single instance of a process may be modified without affecting prior or future invocations of the "parent" process definition.



Real-time feedback on the status of your processes lets you immediately take action to improve process performance.

Control

With the improved process in place, DMAIC calls for controls to ensure that the revised process operates according to its design and to provide insights into any new opportunities for improvement. And since no process will ever be perfect, it's essential to be able to swiftly address any problems that do occur.

CONTROL...with complex time-based and event-based exception management.

BizFlow features automatic exception-handling and validation scripts that can be embedded right into your business process flows, ensuring that unanticipated actions or inaccurate data entry are appropriately addressed or corrected with minimal impact. To keep processes progressing forward in a timely manner, BizFlow also supports notification of pending deadlines, with escalation options such as work re-routing for missed deadlines. Flexibility and timely attention to exceptions is important, impacting customer satisfaction and, ultimately, your bottom line.

Features like roles, work-load balancing, calendars, and alternate participants ensure that work is sent to the person most likely to complete the activity accurately and on-time. Process versioning enables dynamic, real-time business process optimization without operational downtime. Complete ad-hoc capabilities enable process participants to change process dynamics such as who, what, where, when, and how on-the-fly while adhering to best practice confines.

Administration of BizFlow was specifically designed with ease-of-use in mind, reducing the burden on limited IT staff. Troubleshooting, user/role/group management, server and system management, and similar activities are conducted within easily accessible graphical environments. You can also import Microsoft Project plans into BizFlow Process Designer to instantly automate project activities like milestone tracking, communication of deliverables, and project team collaboration. BizFlow Process Designer also provides support for UML and IDEFO modeling standards.

Finally — and critically — business processes are the absolute heart of your business and must be protected at all costs. BizFlow fully supports the latest, state-of-the-art security technologies on the market. BizFlow uses 128 bit SSL encryption to protect data from unauthorized access. Support for Public Key Infrastructure (PKI) technologies like digital signatures and certificates enables your company to advance into the world of e-business knowing that people and machines are indisputably who they claim to be.

TOTALS							
10. I certify that this claim is true and correct to the best of my knowledge and belief and that payment or credit has not been received by me.							
PAYMENT DESIRED		Sign Original Only					
<input type="checkbox"/> CHECK <input checked="" type="checkbox"/> CASH							
CLAIMANT SIGN HERE		Wolfgang Finckler					
11. CASH PAYMENT RECEIPT							
a. PAYEE (Signature)		Alfred P. Sousa					
12. PAYMENT MADE BY CHECK NO.							

TOTALS							
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PAYMENT DESIRED		Sign Original Only					
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Conclusion

The importance of a Six Sigma implementation requires the best tools and platforms available to manage it. There is little reason to invest the effort and resources in such an undertaking unless you have the means to ensure its success at each phase and for the long-term.

If you already use Six Sigma in your organization or are planning to in the near future, we invite you to contact us for further discussion about how BizFlow can make your DMAIC implementation smoother and more successful.

For more information, please contact us:

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Recognition:



Awarded Best of AIIM 2002, for REAL Web Services now.

GOLD Award for Global Excellence in Workflow 2001

Awarded by leading international standards organizations and analysts

Certifications:



BizFlow is ISO9001 Certified

Affiliations:



HandySoft is a:

Platinum Affiliate of ISSSP

WfMC

Guiding member of the Workflow Management Coalition

BPMI

Guiding member of the Business Process Management Initiative

UDDI

Member of Universal Description, Discovery and Integration of Business