



BizKit BPI Method

How to do Business Process Improvement
the BizKit way

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There are five main methods used for BPI:

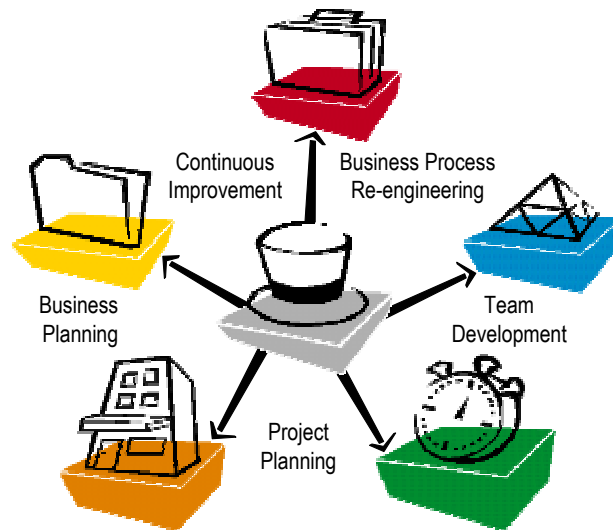
1. Continuous Improvement
2. Business Process Re-engineering
3. Team Development
4. Project Planning
5. Business Planning

Each BizKit method is extensively tested and has been used with many organisations. The methods all have underpinning theories, plus computer-based team meeting system agendas, MS Word templates and other resources that accompany them.

The methods focus on improving processes such as:

- Working processes – supply chain, product development
- Thinking processes – creative thinking, root cause analysis, decision making
- Meeting processes – brainstorming, group decision making
- Teaming processes – team building, team working
- Planning processes – project, business and marketing planning

BizKit BPI Method



BizKit BPI Method

There is a central belief in the BizKit BPI method that changing processes will improve an organisation's outcomes. However, the process change must be accompanied by change in people and technology for the process change to be successful. The five main methods used for BizKit BPI are:

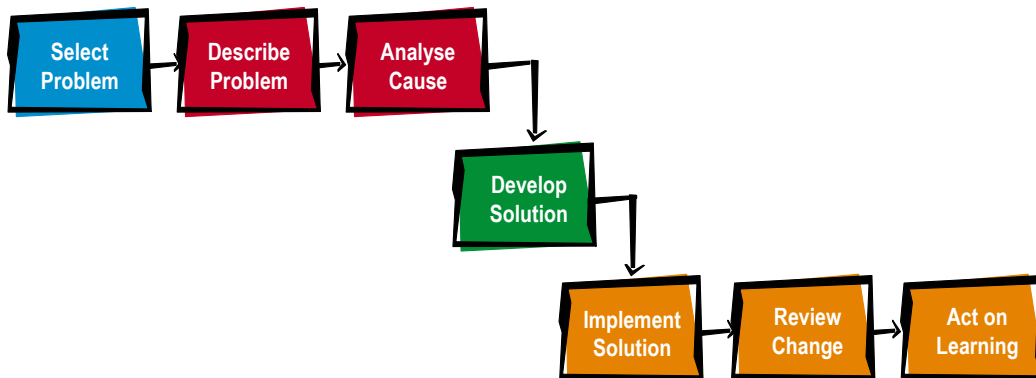
1. Continuous Improvement for incremental change represented by the icon of the file that is always open
2. Business Process Re-engineering for radical change represented by the icon of a briefcase full of documents
3. Team Development for helping teams work together represented by the multi-faceted pyramid
4. Project Planning to carry out effective change represented by the stop watch
5. Business Planning for new strategies and models represented by the building

The top hat icon represents the overall BPI method controlling and coordinating the five linked methods.

The BizKit BPI method uses a project management approach to organising the work of BPI. It includes the concept of distinct phases of activity represented by the phases icon bar at the bottom of each method process map. The four phases are:

1. Definition
2. Analysis
3. Development
4. Implementation

Continuous Improvement Method



Definition Phase

Analysis Phase

Development Phase

Implementation Phase

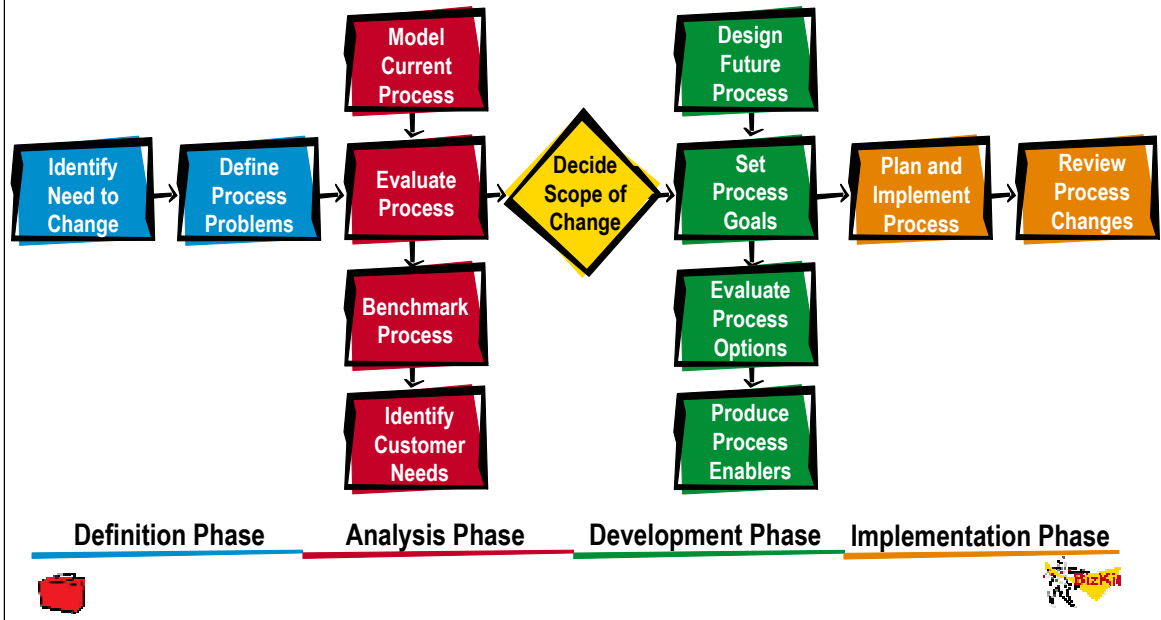


Continuous Improvement Method

The Continuous Improvement (CI) method focuses on existing processes and helps them operate more effectively and efficiently by applying quality tools and techniques.

The method is largely derived from quality methods and draws on the work of the Goal/QPC organisation (reproduced with permission).

Business Process Re-engineering Method



Business Process Re-engineering Method

The Business Process Re-engineering (BPR) method starts with identifying the organisation's process problems, at a high level, and defining what they are and what you want to do about them.

Then, either in parallel or in serial fashion, you model the current process, evaluate and benchmark it and then identify the needs of its customers.

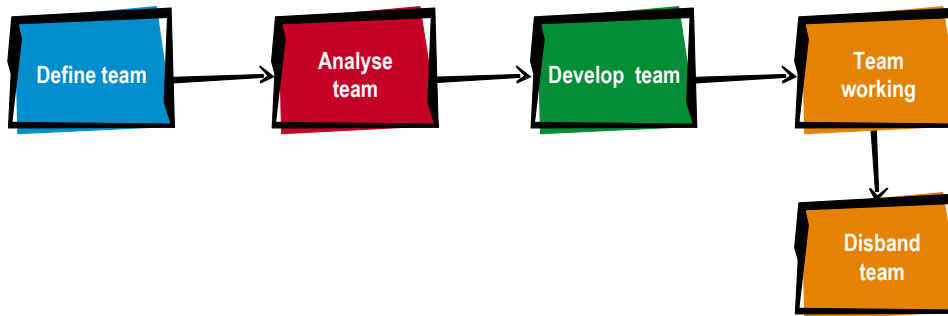
Then learning about the organisation's processes is consolidated and some decisions made about the scope of the change.

You move into designing future processes, setting goals for them, evaluating the options you have for how to achieve them and designing new enablers – technological and human. This work is iterative.

Next you plan your change and how you will implement it; implement and then review to see whether the process changes have brought about the desired improvement.

The method is largely based on M & M Consulting Services' experience and learning.

Team Development Method



Definition Phase

Analysis Phase

Development Phase

Implementation Phase



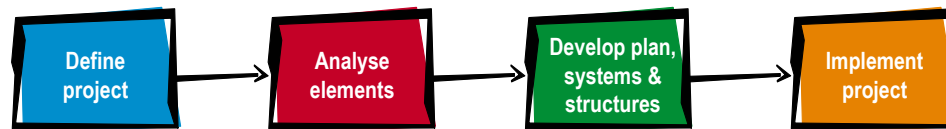
Team Development Method

The BizKit team development method uses team role analysis, team rules and communication to build teams that are effective and working well. The method recognises that teams go through steps in their development within a distinct team building process that occurs:

1. Define team – A step when the team is identified by name, it assembles and functional roles, team goals or tasks are set
2. Analyse team – The step when the team analyses its goals, tasks and the member's roles and contributions. Members often realise the task is different and more difficult than they imagined at the start, causing conflict
3. Develop team – The step when members develop new ways of dealing with each other and start helping each other with the tasks
4. Team working – The step when the team understands roles and tasks and begin to succeed at the tasks
5. Disband team – The team has concluded its work, disbands or changes, often with a sense of loss

The team development method draws on Dr Meredith Belbin's team role theory. M & M Consulting Services is an accredited user Belbin's Interplace® – a human resource management system that analyses and reports team role characteristics.

Project Planning Method



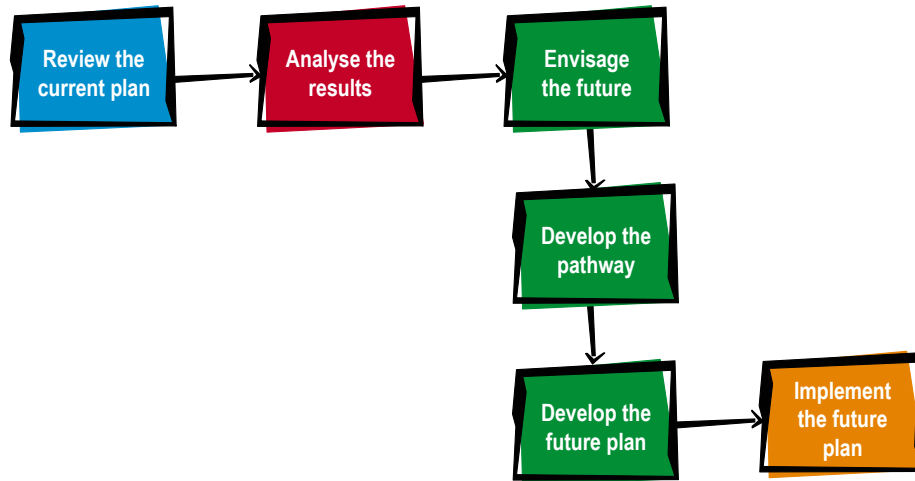
Project Planning Method

Improvement projects follow very similar paths to most projects that produce or construct something. There are four major steps:

1. Define project – Define what the project is intended to achieve
2. Analyse elements – Describe what project must have and needs to do
3. Develop plan, systems & structures – Plan and set up the project to do what it has to achieve
4. Implement project – Carry out the planned activities

Within each step, there are many methods to plan and control activities. Some methods and theories drawn on are PMBOK and the project methods developed by Dr Vernon Ireland at the Australian Graduate School of Engineering Innovation (AGSEI).

Business Planning Method



Definition Phase

Analysis Phase

Development Phase

Implementation Phase



Business Planning Method

The BizKit BPI method uses a six-step process for business planning:

1. Review the current plan
2. Analyse the results
3. Envisage the future
4. Develop the pathway
5. Develop the future plan
6. Implement the future plan

Within each step, there are many methods to improve the business plan. One drawn on is Hamal & Prahalad's method of developing foresight.