Process Improvement -Summary

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Q1. Ans.

Problem-solving is a whole process that defines a problem, identifies the causes of the problem, prioritize and select alternatives to design solution and implement the solution (Newman, 2017). In chapter 5 of "The basics of Process Improvement," discusses the different functional groups in a company and demonstrates how these activities are interconnected in the organization. The main problem in the chapter is about the Process Ecosystem. The Process Ecosystem comprises of the strategic goals which are used in the various process improvement across different departments of an organization. In case, the organization's Process Ecosystem does not have a unified, cross-functional view then the organization will fail in implementing the Process Improvement efforts. The problem in this area is the complex business structure and those processes that ensure the proper process architecture and follow the change management principles. Therefore, a business would be needing an Architecture that can transform the business and assists it in making better decisions. It also builds a relationship between the processes of the business and all those reliance and severances are exposed from the business's fundamental operations. The ecosystem is the complicated set of relationships within an organized setting. It can be a problem for the organization to develop a proper ecosystem for its organization in order to practice the Process Improvement efforts and lead the organization. However, the objectives for the company can be process designs, proper analysis of performance and develop management of operations. All these are achieved only through an appropriate improvement of the process for the ecosystem of a company. Therefore, the company will make efforts to solve the problem by developing a suitable system or a method set up. When a problem is defined and identified the different alternatives are designed in order to solve the problem.

Q2 Ans. There are basically four steps of the problem-solving process. The very initial step defines the problem. It differentiates the facts from an opinion by specifying the underlying cause of a problem (Newman, 2017). The Problem will be specifically defined, and the violated standards are identified. When the data related to the problem is collected, the alternatives will be evaluated for the problem. Likewise, step by step the problem will be solved. Moreover, the 5th chapter of the book specifies the different processes of improvement which are required for the performance of the organization. According to the strategic goals of the organization, an outline is set. It will transform the mission and vision of an organization into some measurable performance targets. The framework is designed that will cover the tasks need to be accomplished, completion time period and the person who is responsible for the completion of it. All the strategies for this process will align with the Process Ecosystem in order to achieve the objectives of the company, and that helps the stakeholders to guide about the procedures which ensure the achievement of specific goals of the company.

Process Ecosystems will help the operators and other stakeholders to understand the functions of the company as a whole and allow the workers to arrange their daily activities according to the processes that are executed by working with the connected departments and with the organization where they work. All these well-designed processes will arrange within the business process ecosystem, management, and other staff. A worker in an organization can find the Order Processing process and check the individual activity in that process. As the process activities are defined that are going to be performed and all the procedures are documented step by step. Both the system and human-driven activities are described in detail. Therefore, building the procedure-level aspect of the Ecosystem provides a set of useful tools for each employee of an organization. It helps the Process Improvement Managers and the stakeholders to evaluate the functions of the workforce that how process changes can influence the Human Performance element.

Q3 Ans. There are various problem-solving tools and techniques that include flowcharts, cause and effect diagrams, and the root causes. Using the factual information, comparison and focusing on the root causes of the problem different strategies are identified. After mapping the process, the process will be analyzed through different tools. Likewise, in chapter 5 it has designed the Ecosystem in various steps. While designing the Ecosystem, the first thing is to develop a vision that will guide the change efforts with the set of strategies in order to achieve the vision after formation of a team of leaders and the individual contributors. The actions and non-traditional ideas will be designed. They will adopt the Process Improvement in order to build a Process Ecosystem for the organization. In the 3rd phase, the scope of the process will be identified. It will discuss all the required details for the Process Ecosystem. An approach will be determined through a model or a map that will also cover the different areas of a business. It will also classify the process components in the mapping efforts. In addition. It is very important to highlight the limitations or legal constraints that limit the process. It will help to direct the operations by keeping the restrictions in mind. Then, the selection of the appropriate tools will help the business to have positive experiences. Therefore, analyzing the different devices will assist with the map and model for the processes of the enterprise. These tools should be flexible and sustainable so that the designs should be updated easily.

Q4. The Process Modeling and Management systems are as critical as the business managers, process Architects, and Process Improvement Managers in order to understand the rationalize and mechanize business processes. Therefore, Process Designers use some of the tools to work collaboratively with the stakeholders in order to shape out an organization's process design and to confirm the processes imitate the necessities, principles, and models of the organization's change agenda. All the tools used by the process Improvement Managers and the Stakeholders in order to initiate the details of the business processes while ensuring that process streams are appropriately mapped. In addition, it also provides the quality of analyses in projects of Process Improvement. All these tools are used as a bridge to improve the alignment of various efforts across an organization. The solution to the problem of Process Ecosystems is available in the market nowadays that will assist the organization in the business process.

* iGrafx Enterprise Modeling
* ARIS by Software AG
* Metastorm by OpenText
* Process Manager by IBM
* Power Designer by Sybase
* MEGA Suite by Mega International

There are so many benefits of investing in modeling and improvement toolsets for the business. These tools will establish, accomplish, display and organize all the process articles, applications, and services from ascendable dominant repository and control center. Process versioning and change management abilities are another form of benefits of the tools used in Process Management system. The Process Ecosystem will help the organization in reflecting on their primary processes. The process Improvement Architect and the Process Improvement Coordinator are two of the useful tools to process the organizations at a broader level. It keeps a balance between the systematic processes and human processes in an organization. It is very hard to manage complex tasks. Therefore, Process Improvement is a continuous cycle of improvements and change management efforts.

**References**

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Newman, V. (2017). *Problem-solving for results*. Routledge.