

# Management by processes in service organisations

NEW

*The lever to empower people to greater performance*

***A one-day introduction to the philosophy as well as the practical aspects of 'management by processes', a management approach adapted to the use of processes.***



## DESCRIPTION

Today's business world focuses mainly on performance and money, often at the expense of the human dimension.

In line with the OPSYS' motto "**Think people to achieve performance**"<sup>®</sup>, this one-day seminar presents a managerial approach allowing organisations where processes have been introduced, to be, at the same time, performant AND human.

Organisations introduce processes to improve performance and customer satisfaction. In parallel, they introduce what is needed to manage and improve processes. This is what can be called 'management of processes', a topic on which there is an abundance of generic material (e.g. BPM, ISO 9000) and industry specific frameworks (e.g. ITIL<sup>®</sup> and ISO 20000 for IT Service Management).

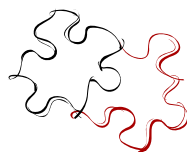
But what about managing people when processes are introduced, i.e. management by processes? There is far less to find about this topic, apart from the recognition that cultural change should happen in order for processes to bring genuine benefits.

But what does this new culture look like? This is the question that will be tackled in this seminar. Another perspective to the usual process approach will be presented, in the light of theories and philosophies in the area of management and leadership.

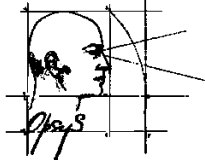
*This seminar is an introduction to WHAT management by processes is. A follow-on two-day seminar will tackle the question of HOW to introduce this approach in service organisations. Dates to be scheduled.*



## OBJECTIVES



- ✓ To open participants' minds to the management approach which is best suited in process oriented organisations.
- ✓ To provide a comprehensive introduction to the concept of management by processes in service organisations, covering both the philosophical and technical dimensions of this approach.
- ✓ To identify changes to the management style that would allow the harvesting of rich benefits from the use of processes.
- ✓ To inspire participants to challenge their views on management and their own management style.



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## TARGET AUDIENCE

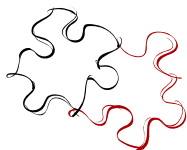
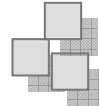
Experienced managers and consultants in any type of service organisations who are intending to implement, are in the course of implementing or already are working with processes.

Participants should have at least 10 years professional experience in managerial or management consultancy positions. In case of doubt, do not hesitate to contact us.



## CONTENTS

- ✓ *The business world today*
  - *Characteristics of the post-industrial era*
  - *Current main trends*
  - *The need for a managerial evolution*
- ✓ *Meaning of processes*
  - *Definition*
  - *Advantages*
  - *Systemic approach and delivery of value to customers*
  - *Differentiate between management of processes and management by processes*
- ✓ *The reality of processes*
  - *Evolution from an hierarchical to a matrix organisation*
  - *Limits of processes*
  - *Challenges of a process-oriented organisation*
  - *Three key capabilities: processes, people and management*
- ✓ *Management by processes: the cultural change*
  - *For the organisation*
  - *For the managers*
    - *A new role*
    - *A new way of managing*
    - *Difficulties*
    - *Need for leadership*
  - *For staff*
- ✓ *Conclusion*



## PRACTICAL DETAILS

Lecturer: Patricia Speltincx  
(see [www.opsys.be](http://www.opsys.be))

Date: Tuesday 15<sup>th</sup> November 2011

Location: Av. des Tritons, 59 - 1170 Brussels (Opsys' premises)

Price: 495 € (Ex-VAT) including lunch and refreshments

*Number of places limited*



## STRUCTURE

This one-day seminar consists of a mix of formal lecturing sessions, discussions and exercises. Time is allowed for questions and answers.

**To book a seat, please send an email to [patricia.speltincx@opsys.be](mailto:patricia.speltincx@opsys.be)**