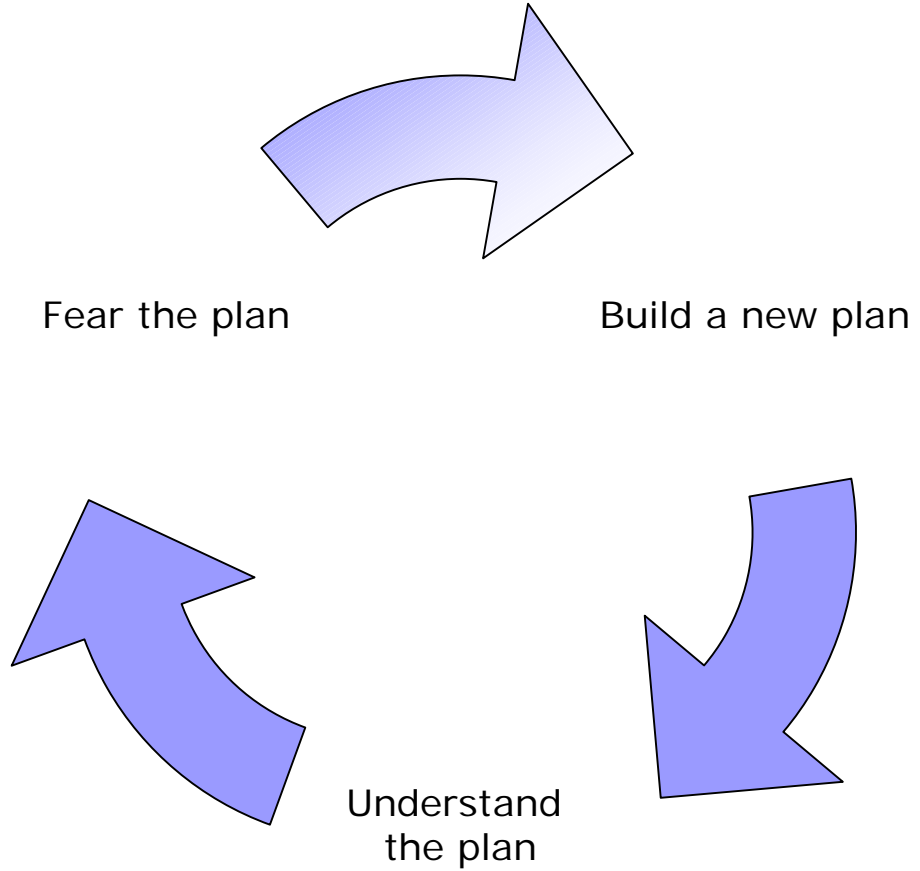


# Applying Process to Planning

- Paul White, Graham Technology

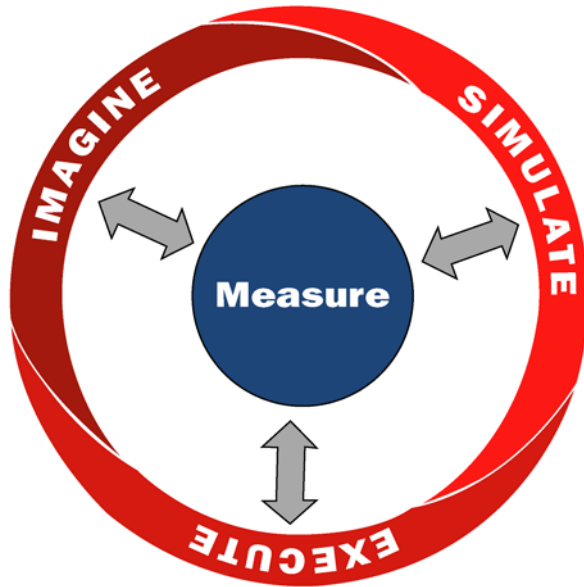
“We must not promise what we ought not, lest we be called on to perform what we cannot”

Abraham Lincoln



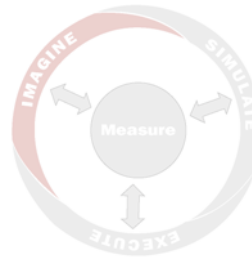
“The crucial variable in the process of turning knowledge into value is creativity.”

John Kao



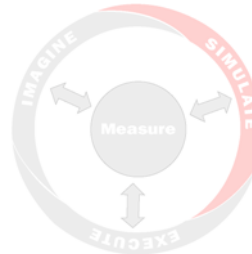
## Imagine

- Specify what customers value.
- Understand the total value stream.
- Make value flow with no interruptions.
- Make only what customers want.



## Simulate

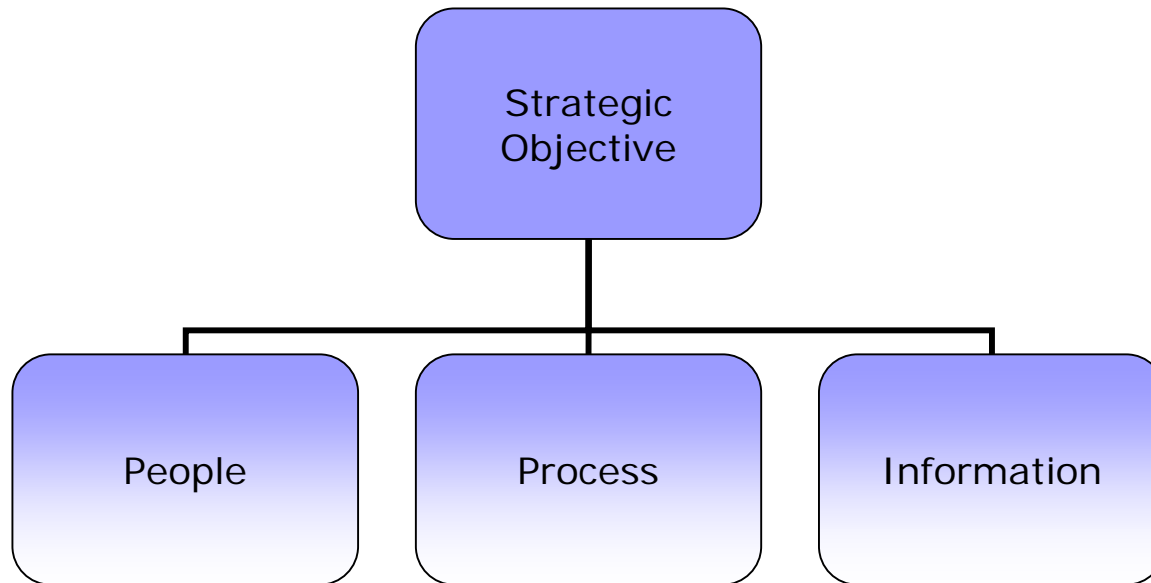
- Achieve perfection by eliminating all waste.

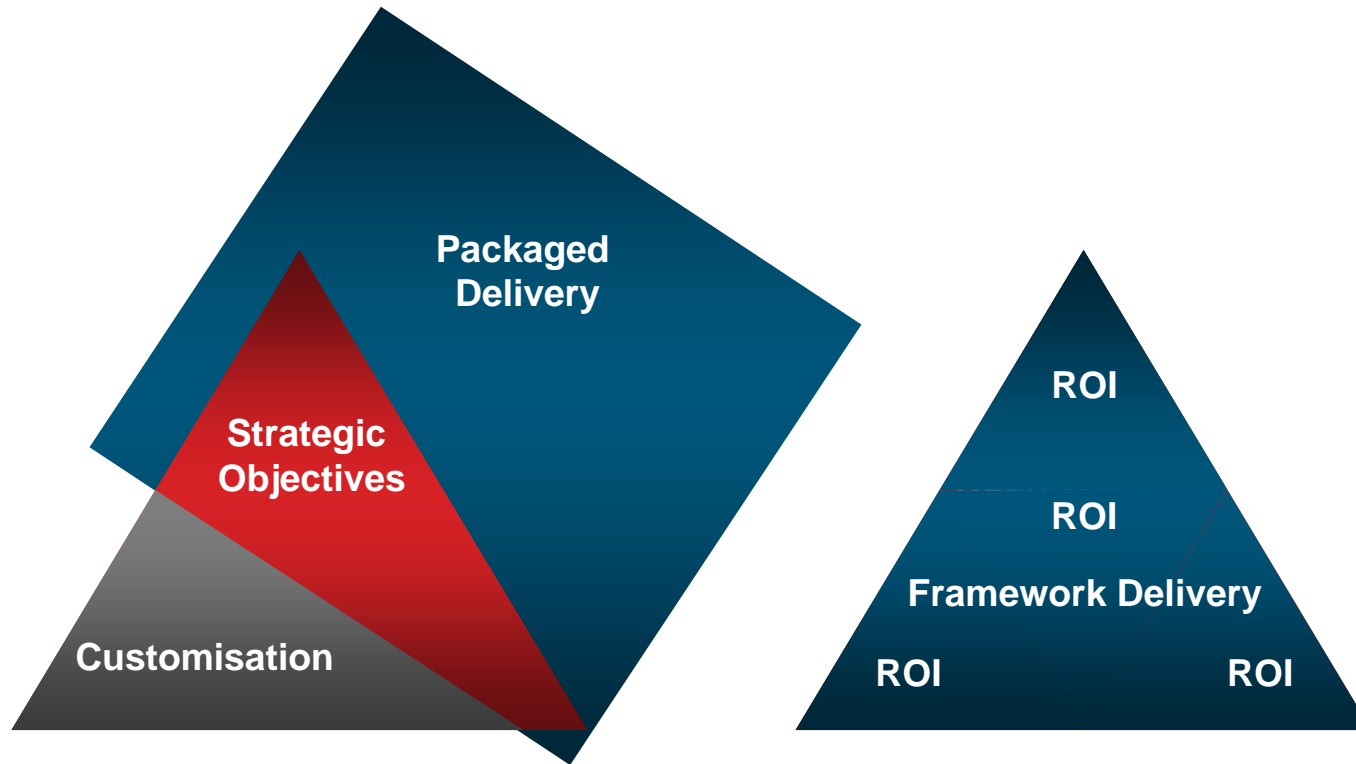


## Execute

- Implement and deliver new processes.
- Enable appropriate channels
- Monitor and refine.
- Continuous improvement





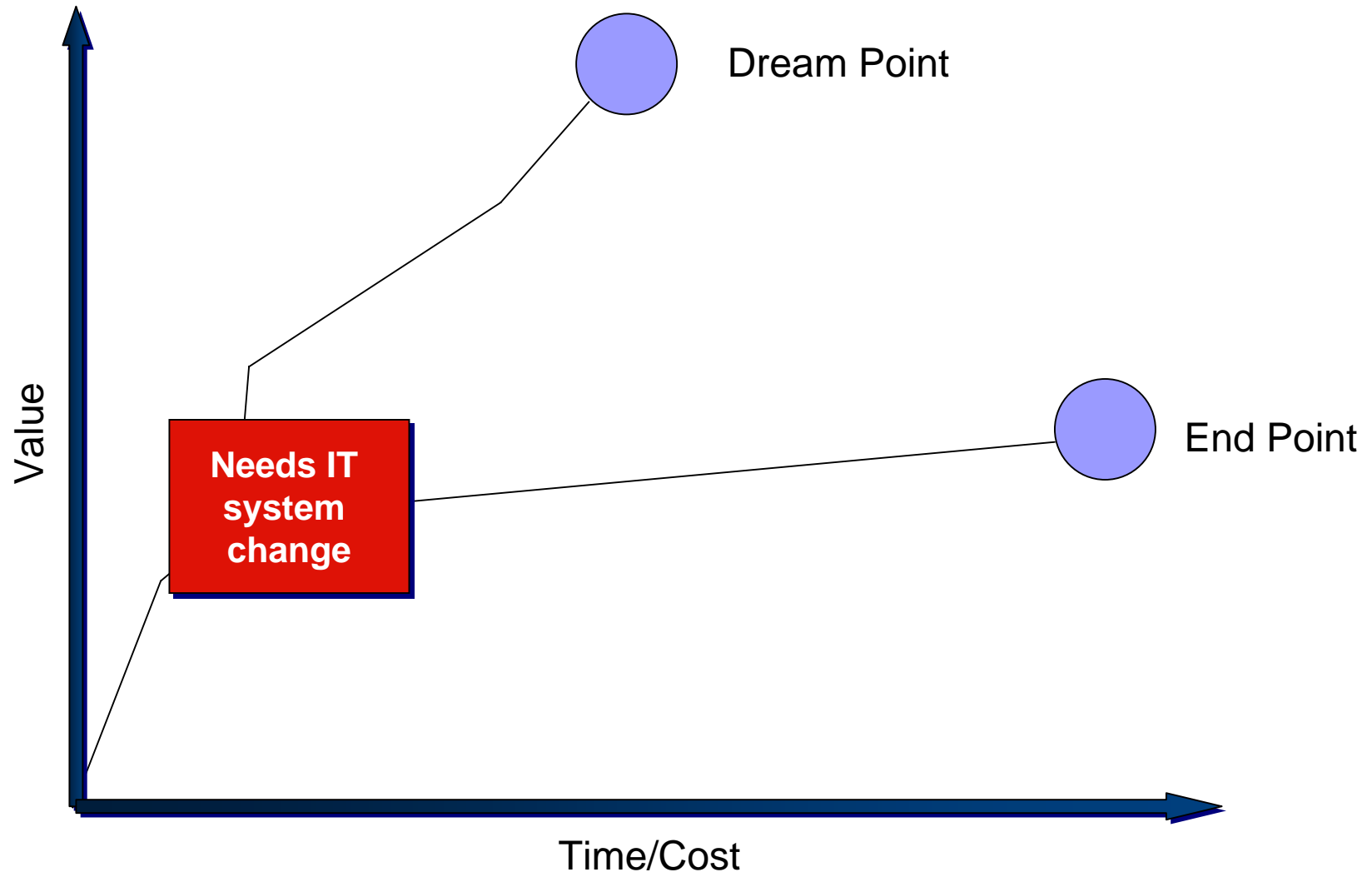


- 100% fit to business process requirements
- Meets timescales
- Provides flexibility to adapt to change inherently

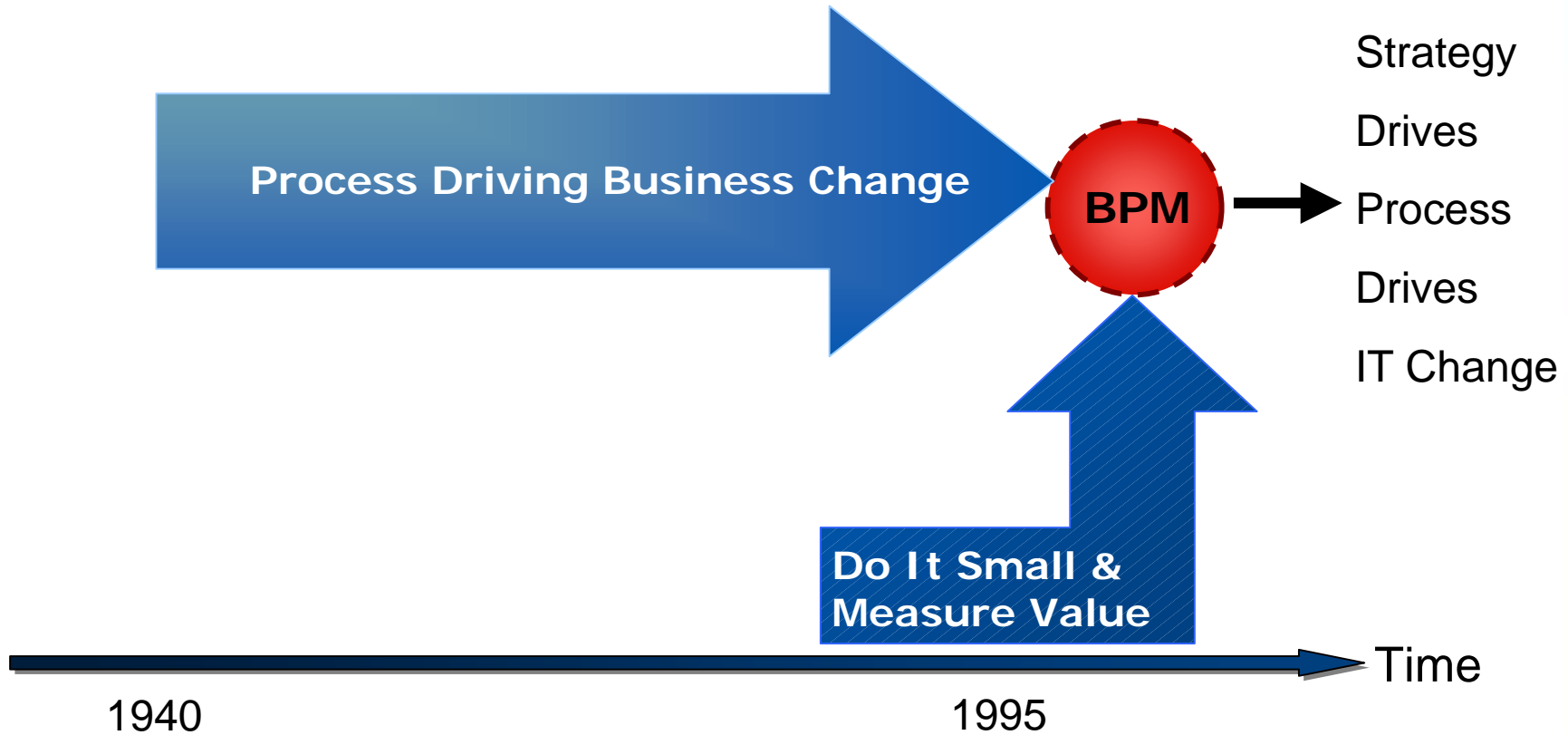
“You will never understand bureaucracies  
until you understand that for  
bureaucrats procedure is everything  
and outcomes are nothing.”

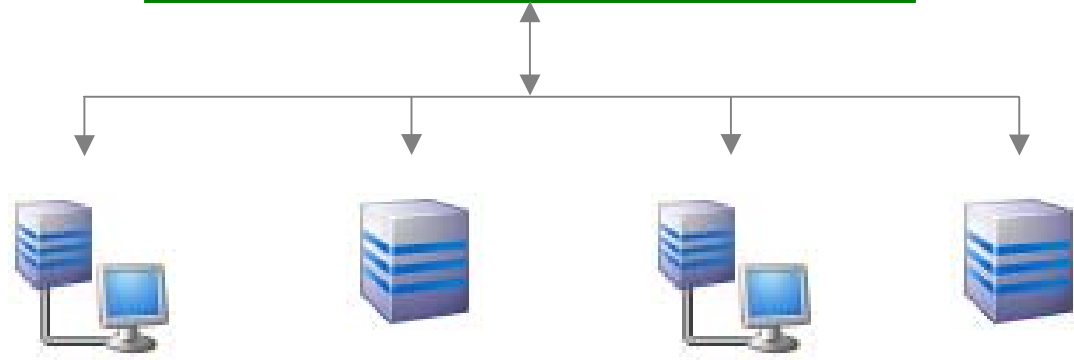
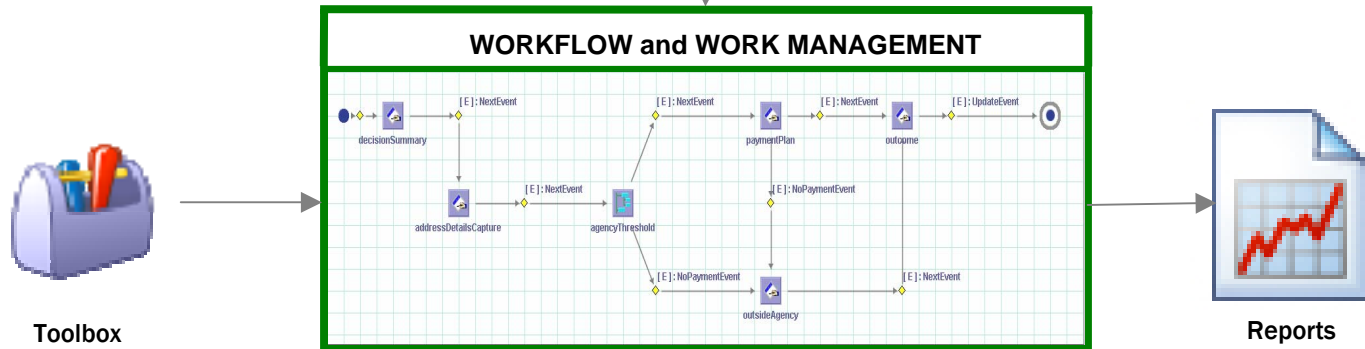
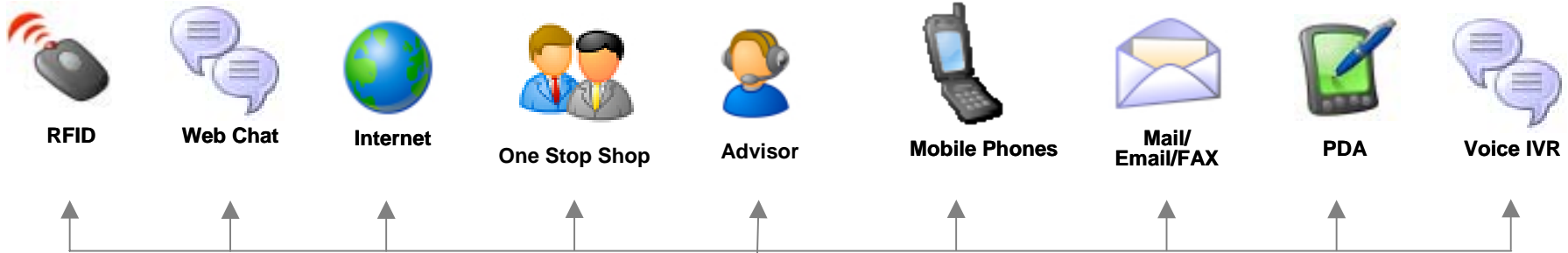
Thomas Sowell

- **Develop Objectives & Plans**
- **Understand The Customer**
- **Establish the Need**
- **Map the Processes, People and Information**
- **Prioritise the gaps**
- **Systemise incrementally**



- **Start with what the New Process should be**
- **Simulate and test the New Process**
- **Implement the New Process**
  - Enable the appropriate channels
  - Preserve IT investment that already exists
  - Ensure measurements are available
  - Provide business tools to change New Process





- Process operational-ises the strategy
  - Process allows incremental improvement
  - Process navigates departments
  - Process improves and measures efficiency
  - Process dominates channel and software choices
- 
- Systemising the process allows for predictable scale, availability and measurement

“Unless commitment is made, there are only promises and hopes; but no plans.”

Peter F. Drucker