

Improving Business Processes with PRIME BPM



AMCTO Zone 5

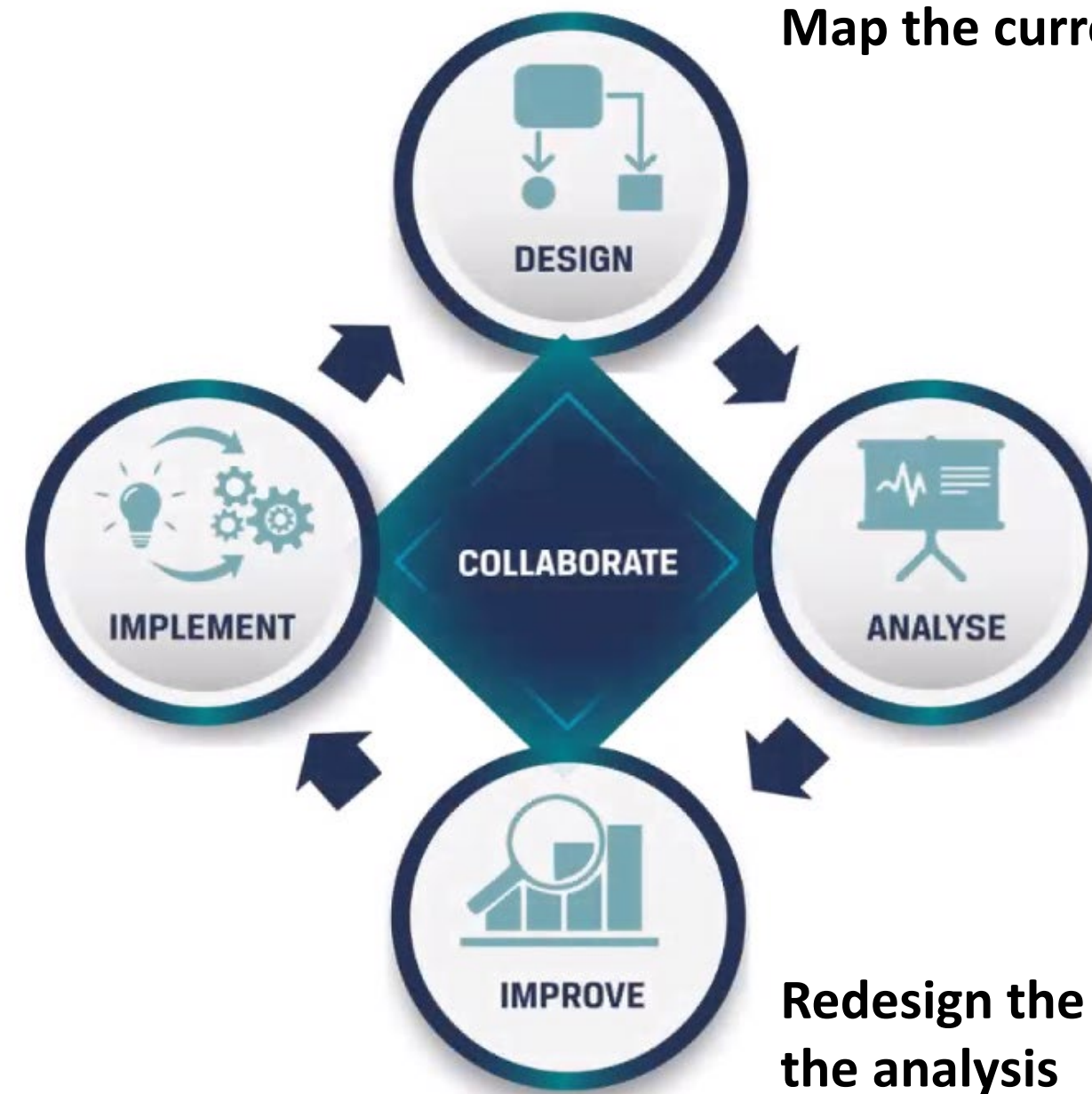
October 24, 2024

Improving Business Processes

- Both the City of Kawartha Lakes and Peterborough County embrace the Lean methodology and the need for continuous improvement
- PRIME Business Process Management (BPM) is a software application that facilitates process mapping that:
 - » Delivers transparency
 - » Creates tangibility
 - » Ability to share process knowledge
 - » Make collective decisions
 - » Redesign before implementing
 - » Manage knowledge

PRIME BPM Methodology

Collaborate throughout the process so that all impacted users understand the change and are engaged in the new process



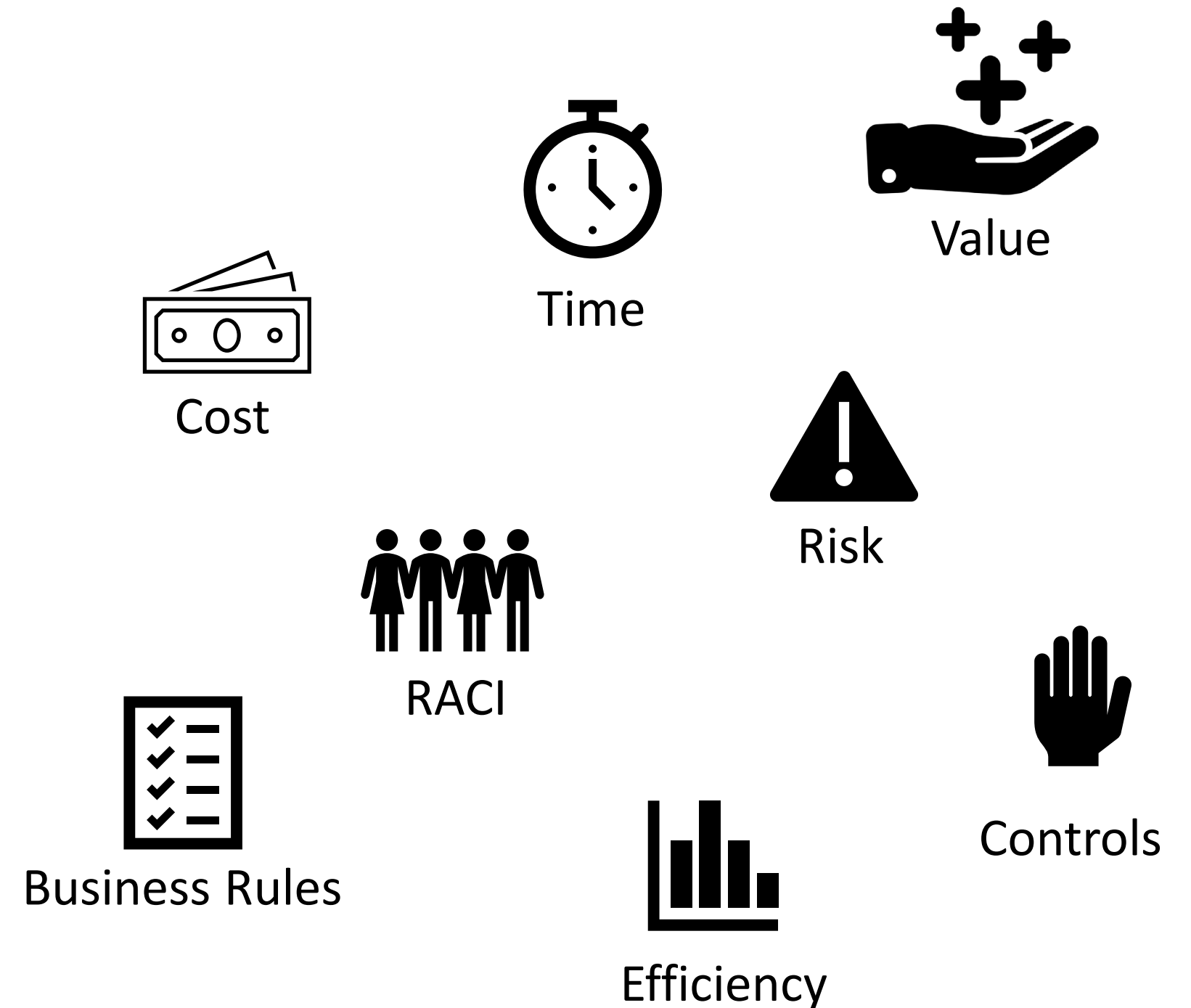
Map the current process

What does it cost?
How much time is required?
What are the bottlenecks?
Are there non-value added steps?

Redesign the process based on the analysis
Confirm efficiencies/savings

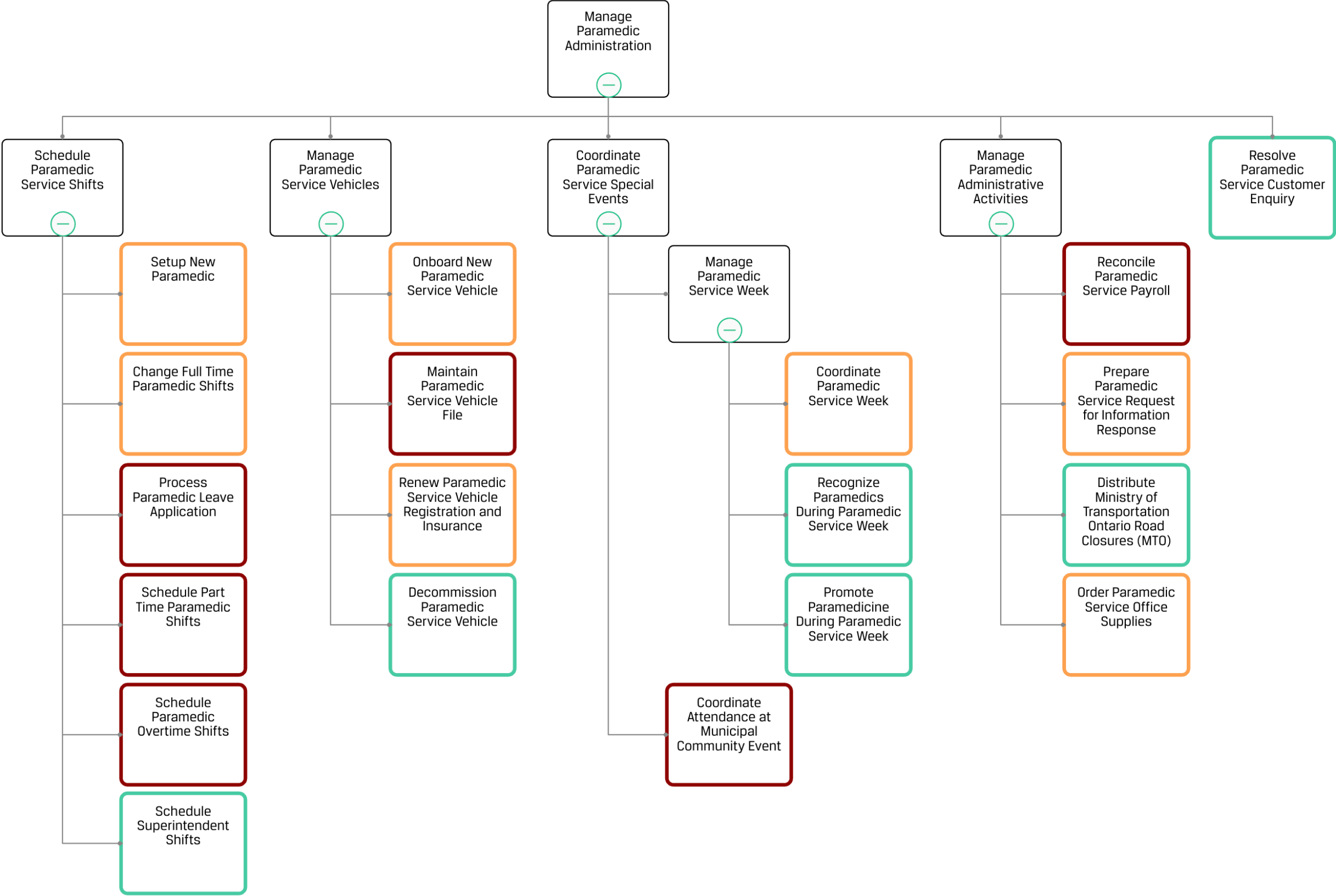
Why/When to Process Map?

- Preparation for new systems implementation
- Knowledge management
- Continuous improvement
- Process automation
- Organizational restructure



Process Library

Heat Map



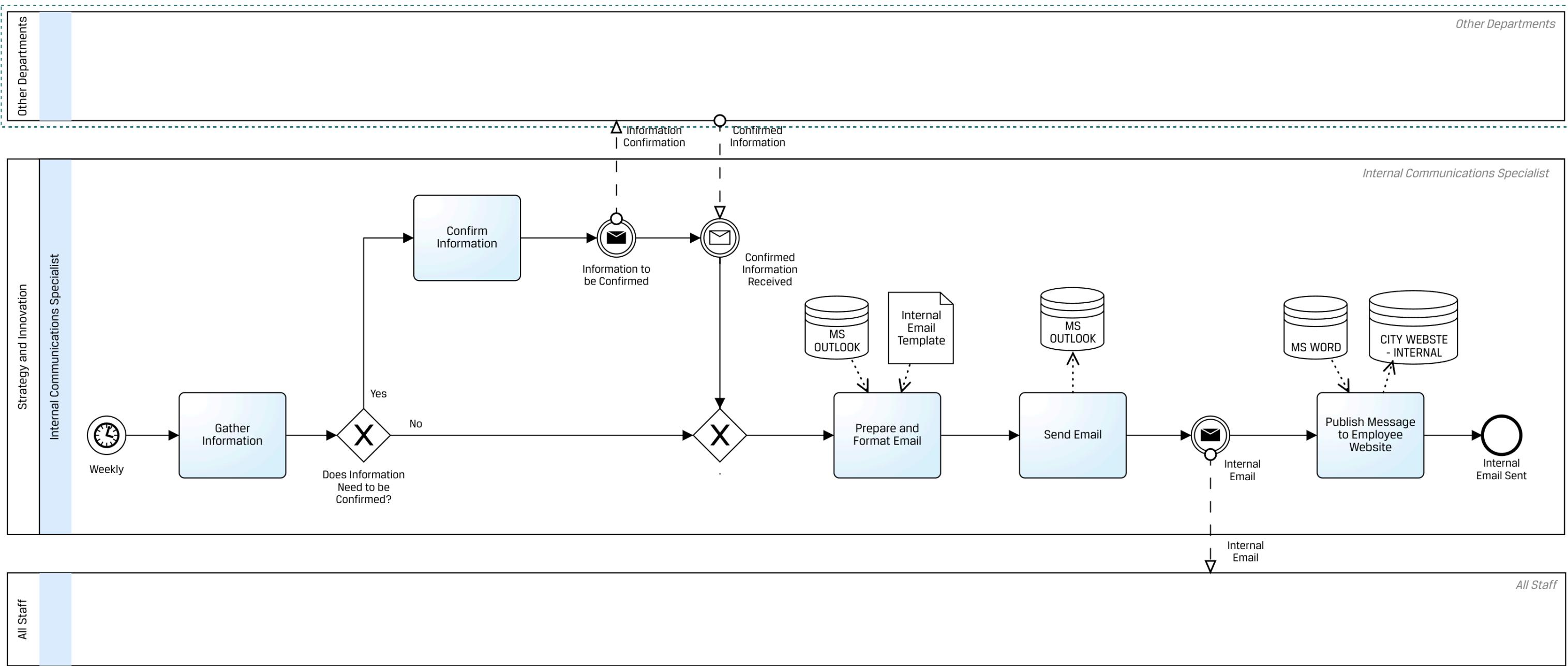
Process Map

< **Process Map** Process Attributes Procedure RACI Task Attributes Business Rules Risks KPI Compliance Audit Trail >

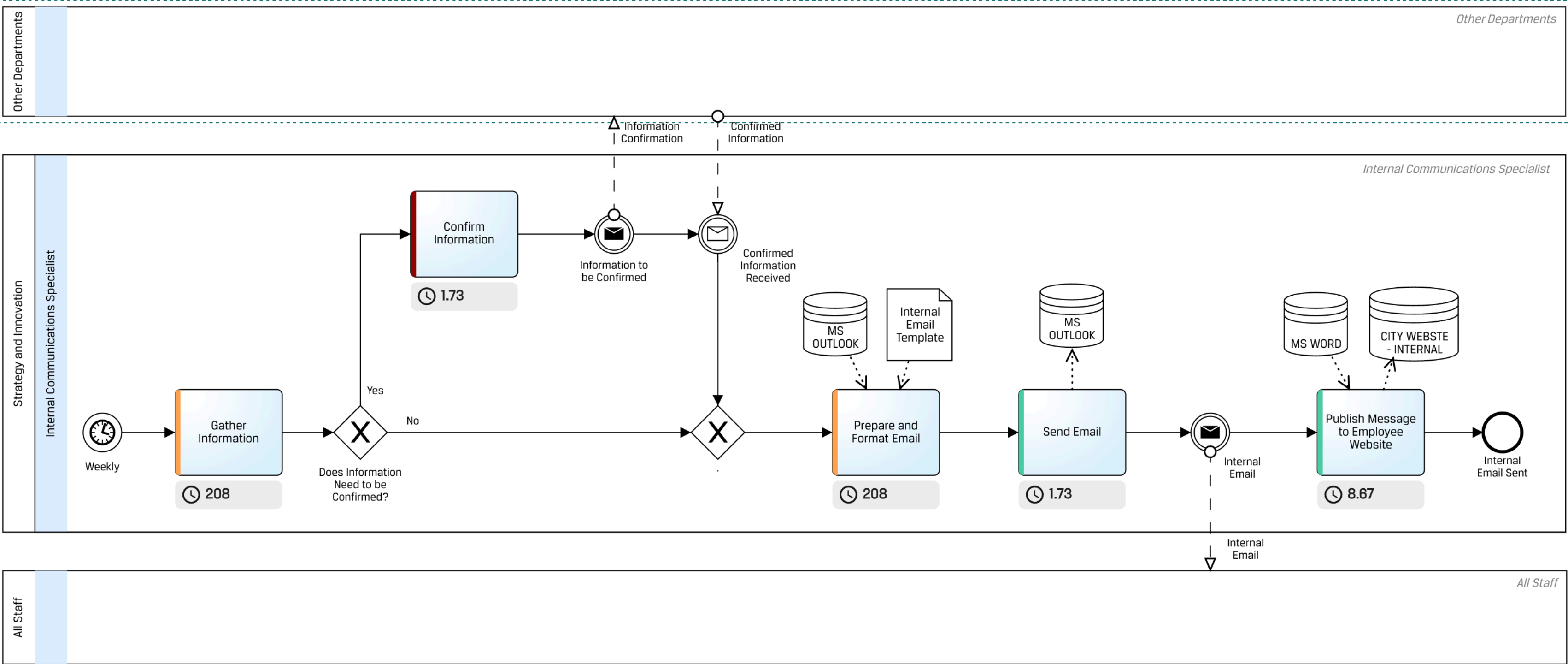
Check Out

Process Map Only

Task Information



Process Map – Time Analysis



Procedures

< Resolve Online Customer Inquiry

Version - 1.2

< Process Map Process Attributes Procedure RACI Task Attributes Business Rules Risks KPI Compliance Audit Trail >

Process Map Analyser Completion Check

Turn on / off automatic sorting

Online Customer Enquiry...
Customer Experience...

Select and Categorize...
Customer Experience...

Review Inquiry
Customer Experience...

Inquiry type
Customer Experience...

Forward Customer Inquiry...
Customer Experience...

Customer Inquiry
Customer Experience...

Categorize and File...
Customer Experience...



Next step: [Customer Inquiry](#)

1. When **a case is NOT** created:
- i. Send an email to the appropriate department AA or staff person (Ensure to change the subject line to reflect what the issue is ie. Flag inquiry) with wording as follows **(and bcc issues/concerns):**

This inquiry was received by Customer Service through issues/concerns email. Please respond directly to the Customer.

Thank you!
(staff name)
Customer Services

- ii. Then follow up with an email to the customer with the following wording and bcc the issues and concerns email:

Good morning/afternoon (choose one)

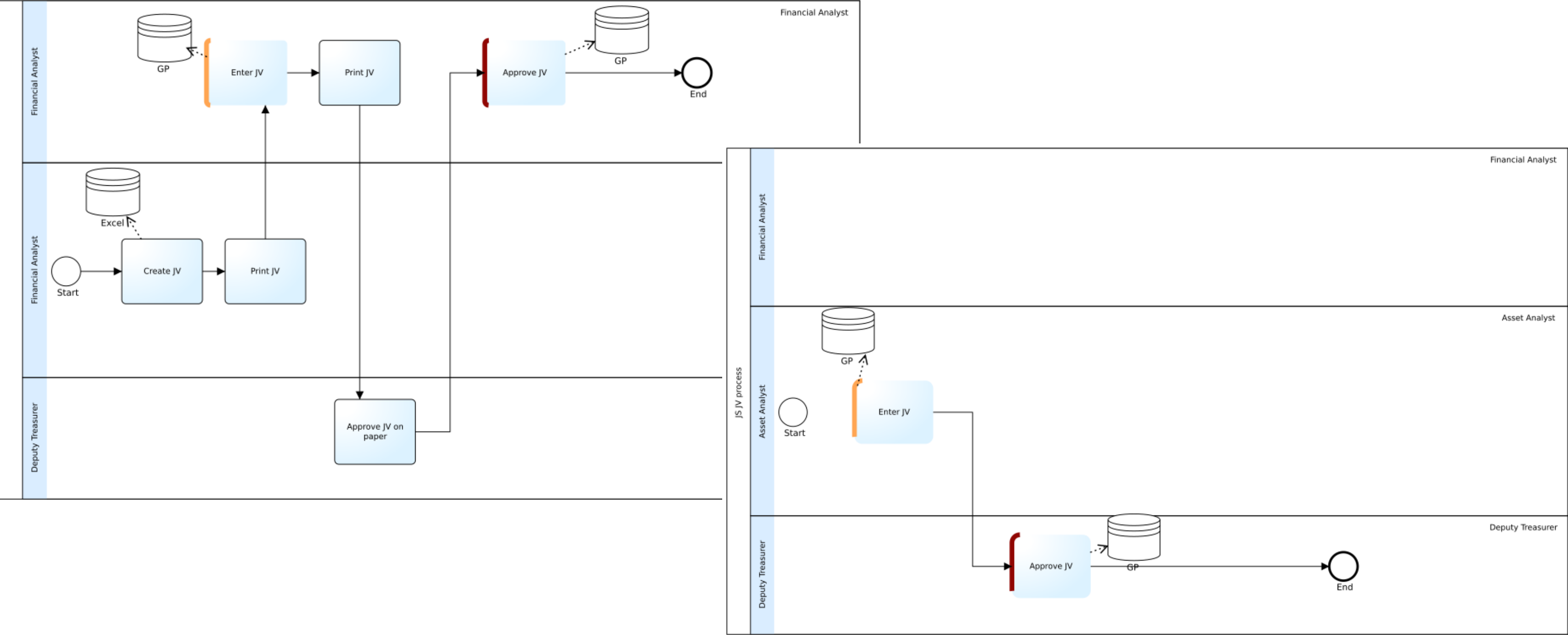
Thank you for contacting Kawartha Lakes. Your inquiry was forwarded to our **Name the department(s)** Department for review and response directly to you.

Regards,
Customer Services
Kawartha Lakes
26 Francis St., Lindsay ON K9V 5R8
705-324-9411 ext 0 1-888-822-2225

Peterborough County Experience

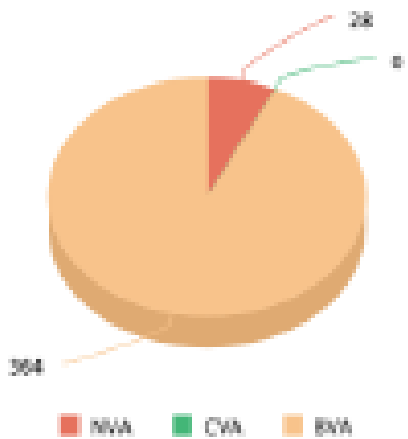
- Like all new software, someone needs to manage it!
- County purchased the software with the intent that each department would be trained and then process map their own tasks
- Departments didn't/couldn't/wouldn't find the time to invest in process mapping
- Created a position (funded through process efficiencies!) to collaborate with all departments in the creation of process maps

Process Redesign



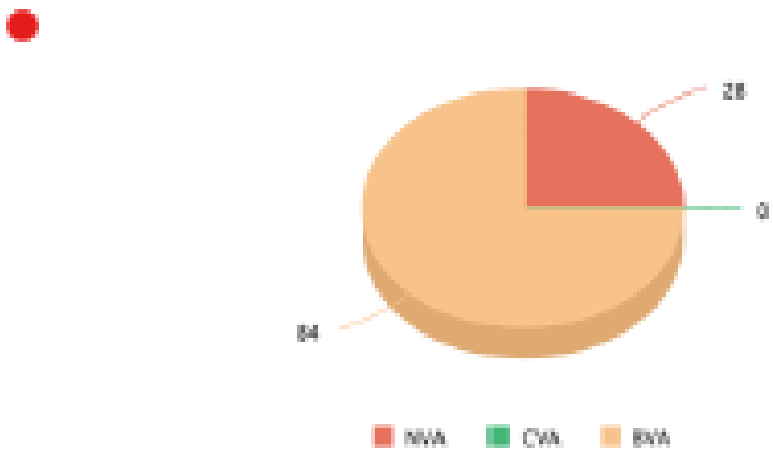
Process Redesign

As Is Process Execution Time (in Hours)



Annual Execution Time (In Hours) - 392.00

Simulated Process Execution Time (in Hours)

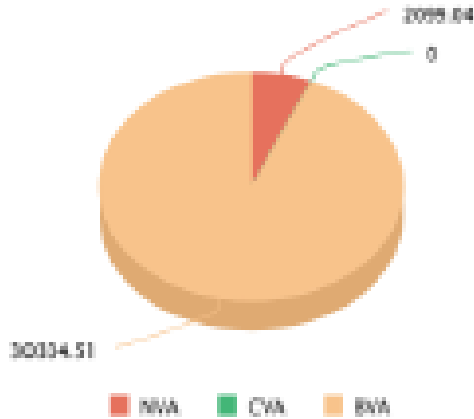


Annual Execution Time (In Hours) - 112.00

Process Redesign Savings:

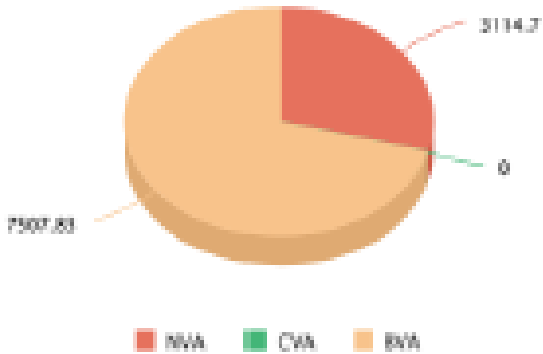
280 hours
\$21,811.02

As Is Process Cost (in USD)



Annual Execution Cost (in USD) - 32,433.55

Simulated Process Cost (in USD)



Annual Execution Cost (in USD) - 10,622.53

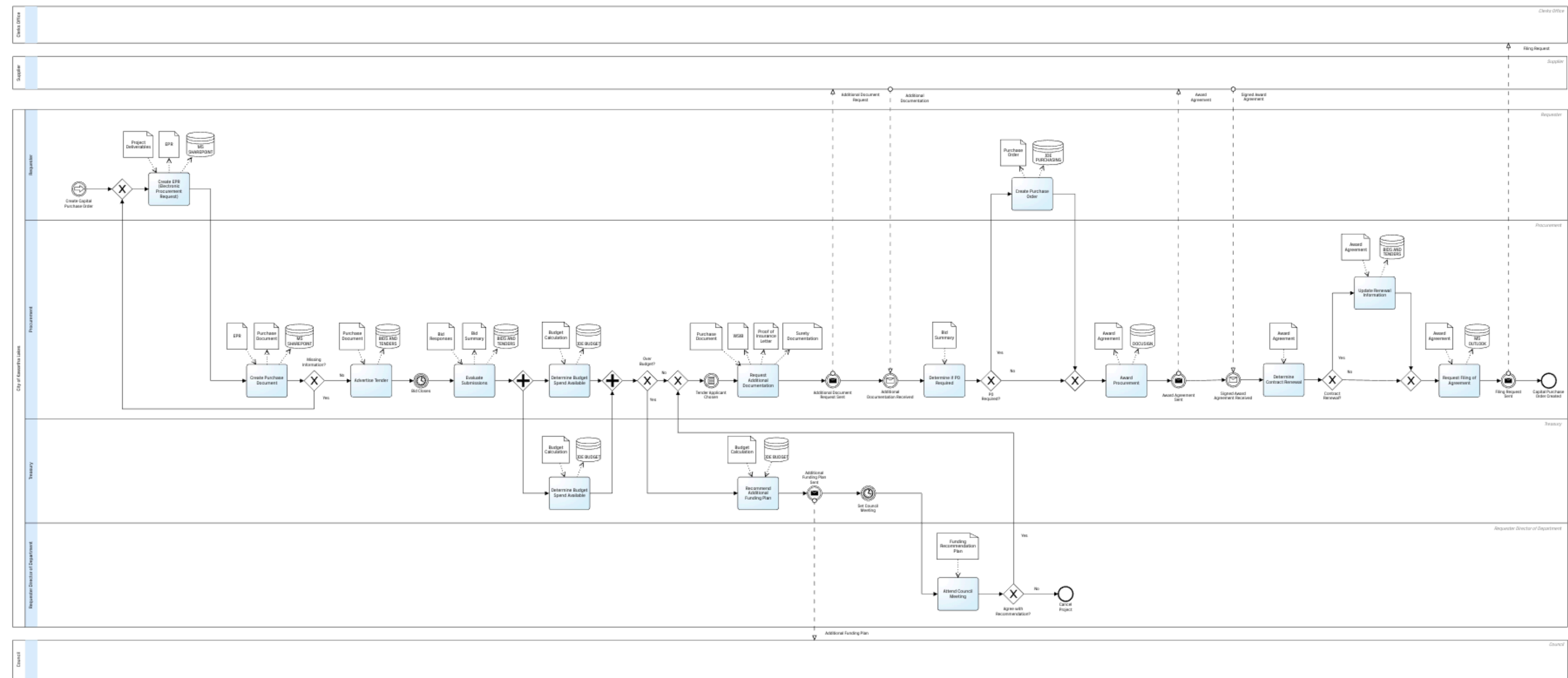
City of Kawartha Lakes Experience

- Through Empower, our innovation program we created a service catalog and discovered that some services didn't have clear owners
- The next logical step was to start mapping our processes and we chose PRIME BPM as our central repository for processes
- Due to resource challenges the City has retained PRIME to conduct all the process library workshops
- 117 libraries, currently 57% complete – have identified 2741 processes so far

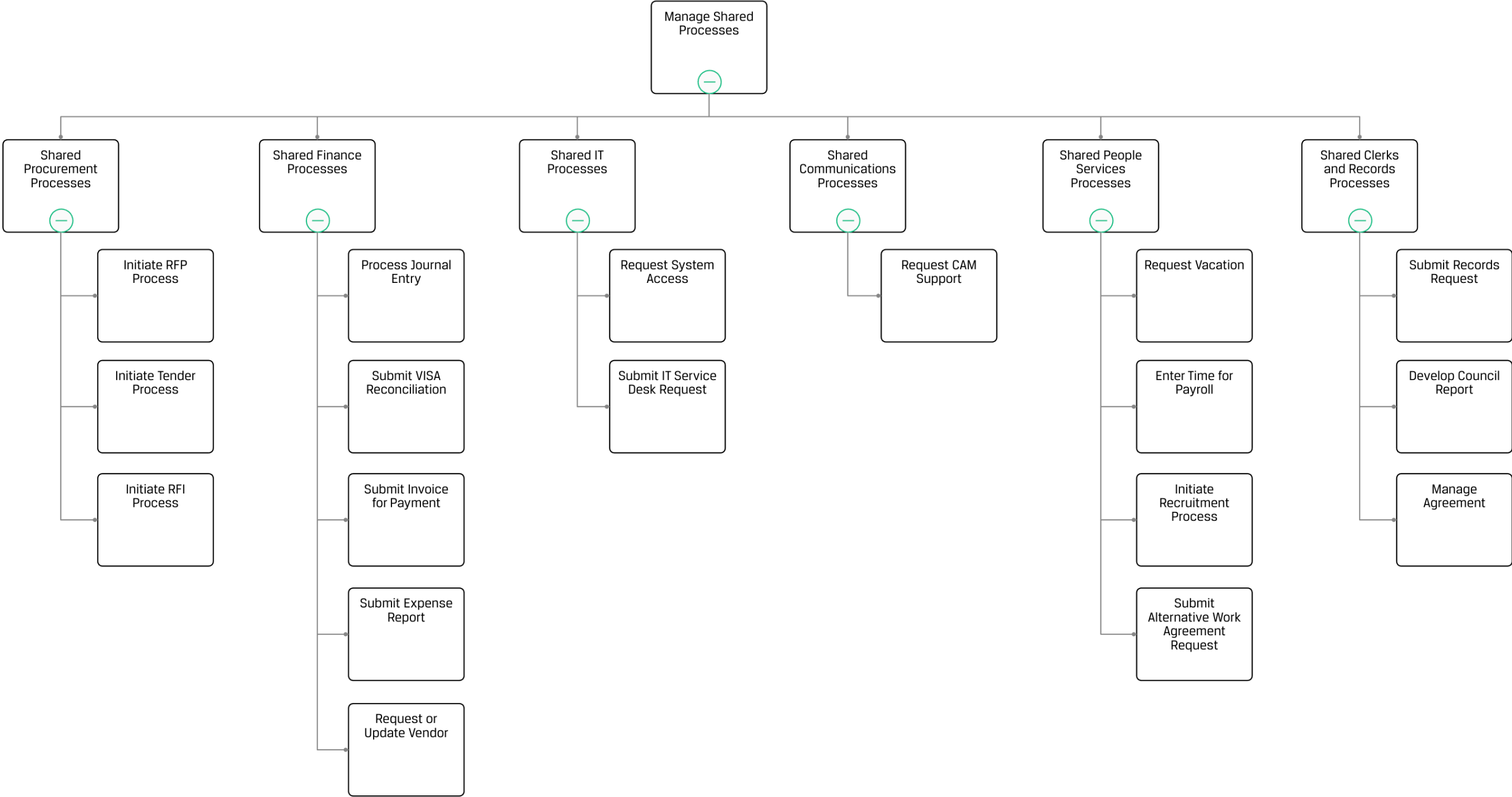
Process Mapping

- Corporate project managed by the Strategy and Innovation Team
- Business Analysts in IT are required to map current state as part of any new IT project and then map improved state after implementation
- Kawartha Lakes has also contracted PRIME to map 5 processes per month
- Prioritizing mapping of processes with strategic alignment such as those that support meeting our Housing Pledge

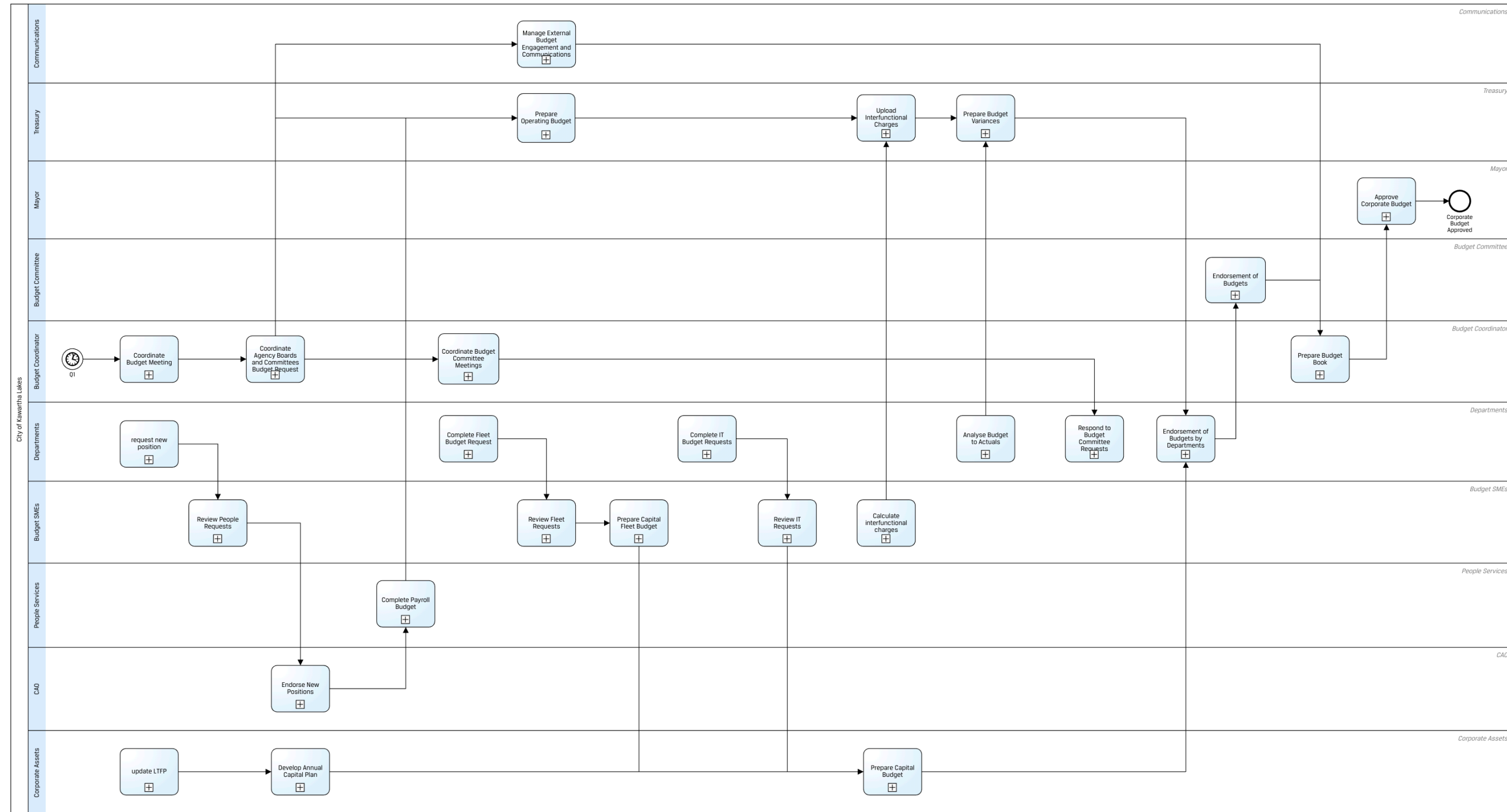
Simple processes?



Shared Processes



Journey Mapping



Journey Mapping – Individual Processes

