

Process Management Centre

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Organisation: Federal Office of Administration

Country: Germany

Level of government: Central government

Sector: General public services

Type: Organisational Design

Launched in: 2011

Link to the innovation's website

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Description

The process management centre serves as a central contact point for all issues and questions concerning the adoption and use of process management, the use of the software, the compliance with the methodology, the quality assurance of the processes, etc. Consulting services are available in the following fields:

- Implementation of compulsory and unified conventions.
 - Use of the business standard software.
 - Adoption of the recommended practices in process management.
- Technical support for process management projects through coaching, workshops and experience sharing.

In the future, the processes in the Federal Ministry of the Interior and its subordinate authorities will be uniform and comparable. Therefore, both the following technical and specialised requirements need to be met:

- Technical support
The Federal Ministry of the Interior has created a basis for the successful implementation of process management with unified methodology, through the provision of a business platform (modelling software and process portal). The process portal allows internal and inter-agency process publication. Internal authorities could, for example, create employee handbooks. Inter-agency authorities could set test cases or sample processes as a knowledge base. For this reason, a library of business processes will be gradually established. The library will provide an orientation to a model of successful solutions and will enable standardisation on a long-term basis.
- Specialised support
A centre of excellence for process management has been created at the Federal Office of Administration in order to support the Federal Ministry of the Interior and the business authorities during the implementation and the permanent use phase.

Why the innovation was developed

The public administration is currently facing a wide range of challenges, which cannot be sufficiently managed with occasional optimisations. An important starting point in order to organise public authorities on a long-term and lasting basis is a uniform process management.

Objectives

Develop staff capacity, Improve effectiveness, Improve efficiency, Improve service quality

- Establish a process management centre as a central contact point for all process management activities (technical support and consulting services).
- Enable the federal authorities to implement process management.
- Set standards in process management.
- Encourage exchange of experiences.
- Increase process efficiency.
- Employees should know their processes and make use of them in their daily work. Thus, process management can facilitate the transfer of knowledge in order to be prepared for the demographic change.

Main beneficiaries

Government bodies, Government staff

The main beneficiaries are the Federal Ministry of the Interior and its 15 subordinate authorities.

Results

Efficiency

- Authorities make use of the provided standards, tools, seminars and consulting services and timesaving trainings of staff member, so they can focus on the implementation of process management.
 - Optimised processes are efficient.
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Effectiveness

11 from 15 subordinate authorities design processes by using the same software and publish them at a central process portal.

Service quality

Accessibility:

- Staff members in every authority have access to the central process portal.
- For technical support and consulting services: central E-Mail address and telephone service from 8:00 till 16:30.

Other:

- Central contact point for process management is established so that authorities can make use of it.
 - Even authorities belonging to other ministries ask for support.
 - Processes are optimised and provide higher quality for the customer.
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User satisfaction

Authorities are satisfied.

Development

Design

The Federal Ministry of the Interior consigned the Federal Office of Administration in 2011 to establish a process management centre.

Implementation

Tools used:

Software BIC (design and portal).

Resources used:

3 staff members belong to the process management centre.

Lessons Learned

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Uniform software, standards and a central contact point for process management should be established for multiple authorities.

Conditions for success

- It is very helpful to provide consulting services as some authorities need more than selective support. Uniform software facilitates the idea of uniform process management and exchange of experiences.
- The participating authorities need to design their processes and optimise them. It must continuously be checked whether changes have an effect on the processes.
- A further objective is that employees know their processes and make use of them in their daily work. The implementation of process management must therefore come along with change management.
- For the implementation of process management, strong leadership, human resources, personal values and motivation are needed.

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