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| CIRCULAR: | 838/2023 |
| DATE: | 29 August 2023 |
| PRIMARY DIVISION: | RB Operations |
| TITLE: | New - Engage Business Process Optimisation (BPO) at Conception Phase of Initiatives Introducing Change to Process Execution within Relationship Banking |

With reference to [New: Relationship Banking Process Repository - Iserver Portal - Circular 750/2023](#).

Purpose

The purpose of this circular is to inform employees within Relationship Banking (especially, but not limited to: Heads/Business Owners, Project Managers/Scrum Masters and Change Managers/Specialists) of the criticality of engaging the Business Process Optimisation (BPO) management team at the earliest stages (e.g., Conception Phase) of every initiative introducing change to process execution within Relationship Banking.

Background

The BPO function delivers operational excellence services (including, but not limited to: capability studies, time and methods studies, process optimisation, process/procedure and operations support documentation reviews) to the Relationship Banking internal stakeholders. The complexity of the work involved includes business walkthrough and the analysis of the current end-to-end value-chain to understand where it is impacted by the change being introduced.

Some changes require a **full-scale project** (see the roadmap below) that is delivered through a **six-phased Lean Management and/or Six Sigma problem-solving/process improvement methodology** – these can take at **least three (3) to 12 months** to complete. The **least complex type of change** may only require some documentation review. However, the activities involved here calls for **+/- eight (8) weeks** of effort and dependencies on stakeholders external to BPO to get a document to the publishing stage.

Problem statement

Currently, there has been instances where BPO is called upon to respond to the need of a change about four (4) weeks before the planned launch of the intended change. This puts pressure on the BPO to get onboarded and understand the purpose and scope of change amongst others. Additionally, with the BPO already having contracted book of work in flight and colleagues/teams assigned it becomes a challenge to respond to the 'unplanned ask' without compromising the contracted obligations.

Goal

For synergetic engagements and optimal completion of the BPO deliverables, the BPO management team **MUST** be engaged at the earliest stages (e.g., Conception Phase) of every initiative introducing change to process execution within Relationship Banking. The onus is on the business owner of the area impacted by change and project manager (or Scrum Master) to reach out to the BPO management team through bposervicerequests@absa.africa.

Absa internal stakeholder access

To be familiarised as per the following:

- BPO roadmap ([BPO value-chain-project execution roadmap](#)) and
- Document review process ([BPO Document Review Process](#))
- The BPO RB Process Repository can be accessed as follows: Google Chrome > [Absa Group Intranet Page](#) > Tools and Links > Tools > [Processes](#) > [Absa Business Processes Publication link \(Use Google Chrome\)](#) > Absa Group Landing Page > Absa South Africa > Absa South Africa Landing Page > RBB > Retail and Business Banking Retail _ RBB _ Landing Page.

Important Notice: The Absa Business Processes Publication link is best viewed with **Google Chrome** with a zoom setting of 90%. The publication is no longer compatible with Internet Explorer. When prompted to enter your credentials, complete the username and password fields as follows:

- Username: Corp\abnumber
- Password: Enter your Corp domain password
- The How to View Published Processes - Quick Reference Guide: The guide can be access as follows: [Group Intranet](#) > Procedures/Supporting documents and Forms Site > Documents > Quick Aids > Quick Reference Guide: [How to View Published Processes - Quick Reference Guide](#).

Support

Any queries in this regard may be directed to bposervicerequests@absa.africa alternatively, Vicky.maoko@absa.africa or 060 884 2541.

Keketso Motsoene

Managing Executive Relationship Banking Enablement