

Review

Establishment of a Central Process Governance Organization Combined with Operational Process Improvements

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Introduction

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A telecommunication company strategically transformed their workflows via business process management (BPM).

- Problems: Silo-oriented process management and missing cross-functional transparency
- Approach: Three-fold restructuring – Identification of counter-measures, create new organizational unit responsible for central BPM, monitoring and transfer of project results to daily operations

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- Results:
- Gained knowledge: