

Executive Summary for consultancy

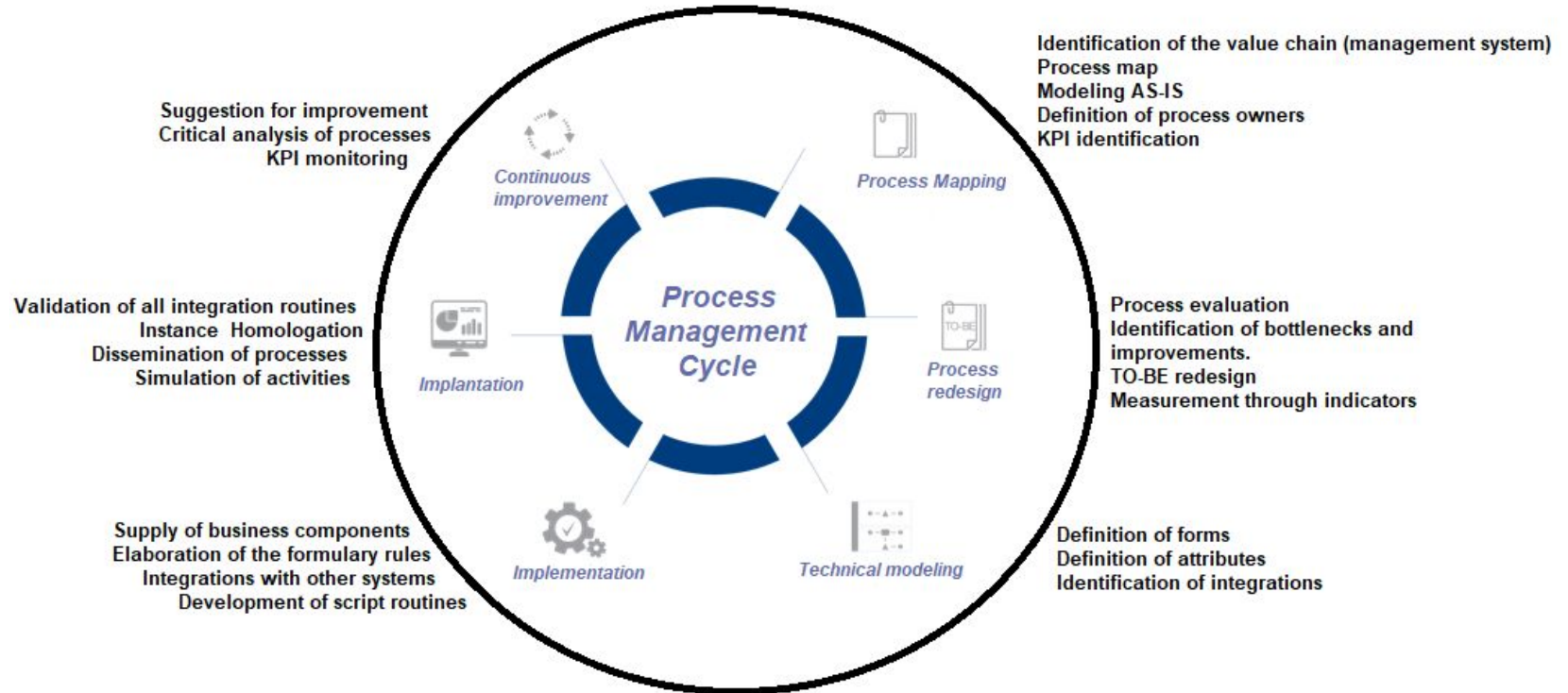


The executive summary for the implementation of the consultancy, for a Project Governance, which proposes a change management initiative within the Unicomer Group, using tools and methodologies applied in other companies.

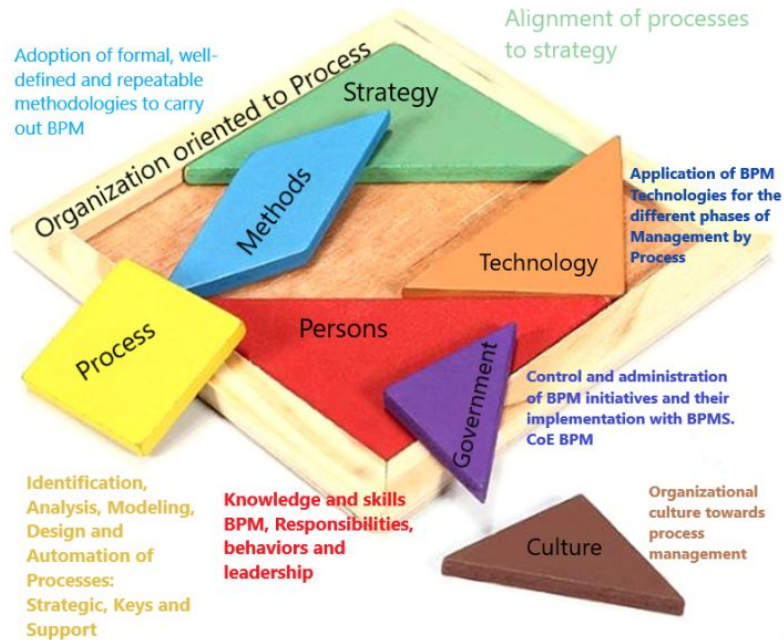


SA
Process
Manager

Process Management Cycle - BPM



7 key factors of the maturity of the Organization Oriented a Process





Maturity Model BPMM:

-BPMM Pedro Robledo
- Framework APQC



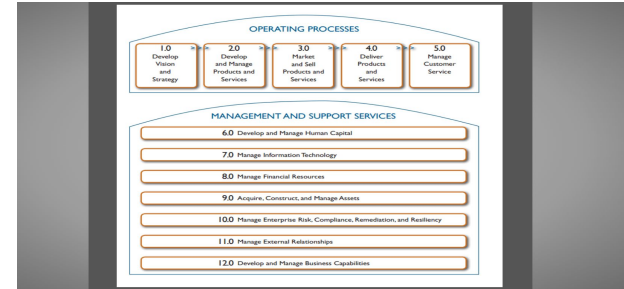
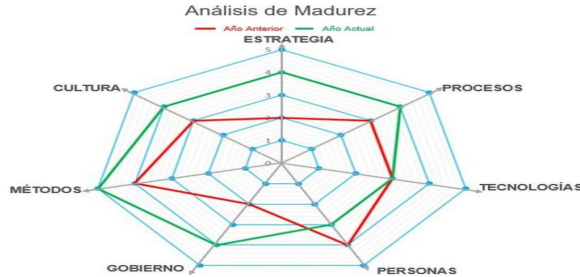
Business Process Management Maturity

Lafuente
GRUPO EMPRESARIAL

El modelo de madurez de gestión por procesos (Robledo, 2014), diferencia 7 pilares fundamentales y dinámicamente vinculados para realizar un análisis exhaustivo de cualquier organización. De esa manera la organización que llega institucionalizada todas las prácticas incluidas en los pilares, se considera como una empresa que alcanzó la madurez.

Este formulario ha sido preparado por el equipo de Interact para ser respondido por los miembros del Grupo Lafuente, por lo cual lo invitamos a responder las preguntas de este diagnóstico sobre las cuales se basa el modelo de Robledo.

[INICIAR](#)



1.0 Develop Vision and Strategy (10002)

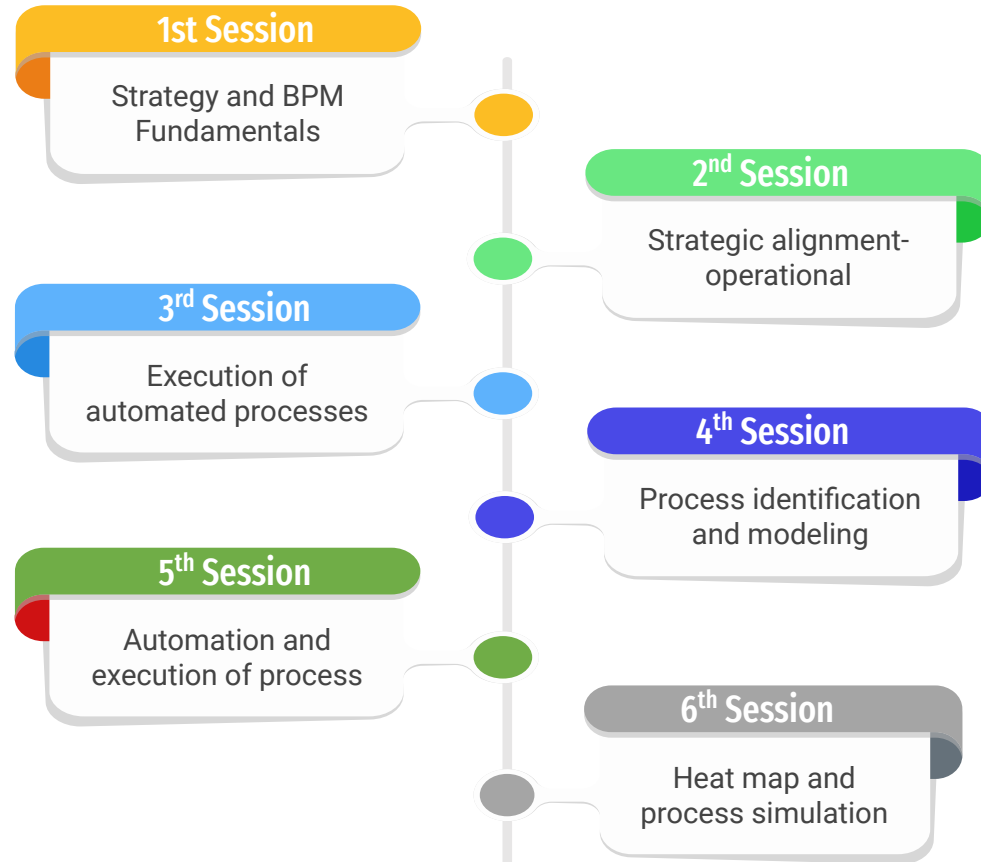
1.1 Define the business concept and long-term vision (17040)

- 1.1.1 Assess the external environment (10011)
 - 1.1.1.1 Analyze and evaluate competition (10021)
 - 1.1.1.2 Identify economic trends (10022)
 - 1.1.1.3 Identify political and regulatory issues (10023)
 - 1.1.1.4 Assess new technology innovations (10024)
 - 1.1.1.5 Analyze demographics (10025)
 - 1.1.1.6 Identify social and cultural changes (10026)
 - 1.1.1.7 Identify ecological concerns (10027)
- 1.1.2 Survey market and determine customer needs and wants (10028)
 - 1.1.2.1 Conduct qualitative/quantitative assessments (10029)
 - 1.1.2.2 Capture and assess customer needs (10030)
- 1.1.3 Perform internal analysis (10031)
 - 1.1.3.1 Analyze organizational characteristics (10032)
 - 1.1.3.2 Create baseline for current processes (10033)
 - 1.1.3.3 Analyze systems and technology (10034)
 - 1.1.3.4 Analyze financial resources (10035)
 - 1.1.3.5 Identify strategic and compliance (10036)
- 1.1.4 Establish strategic vision (10037)
 - 1.1.4.1 Communicate strategic vision to stakeholders (10038)
 - 1.1.4.2 Communicate strategic vision to stakeholders (10039)
- 1.1.5 Conduct organization restructuring opportunities (10040)
 - 1.1.5.1 Identify restructuring opportunities (10041)
 - 1.1.5.2 Perform due diligence (10042)
 - 1.1.5.3 Analyze prior options (10043)
 - 1.1.5.3.1 Evaluate acquisition options (10044)
 - 1.1.5.3.2 Evaluate divestiture options (10045)
 - 1.1.5.3.3 Evaluate de-merger options (10046)
 - 1.1.5.3.4 Evaluate dissolution options (10047)
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SA
Process
Manager

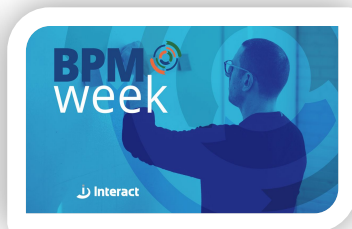
BPM WEEK



Timeline BPM WEEK



March 2018



2019



2020



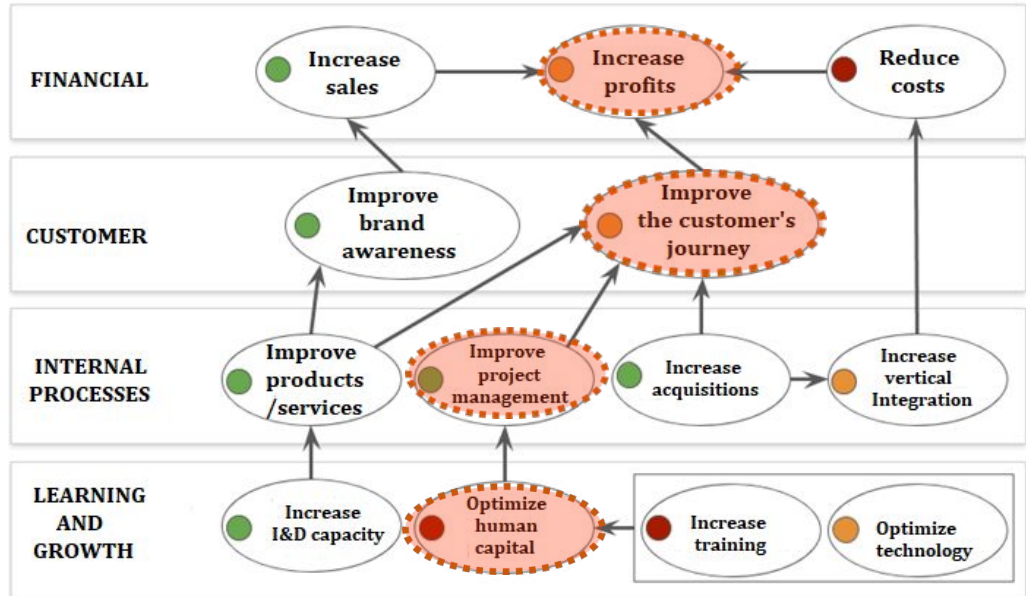
2021



2021



*José works in the
Human Resources
department and wants
to understand how his
work contributes to
the strategic objectives
of his company*



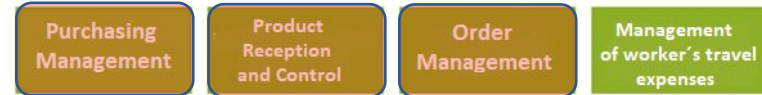


*Elisa works in the
Computing department
and wants to
understand how her
activities contribute to
the strategic and
missionary processes of
the organization*

Strategic



Operative



Support



Ludic Flow Chart – Internal Training Process



Schedule Training

Check what course will be available and pre-schedule with those involved.



Divulge

Marketing disseminates internal training to employees.



Confirm training

After the instructor returns, the training is confirmed.



Check infrastructure

Consult elements to be able to carry out the training. Analyze the conditions of the base to be used and the equipment of the participants



Evaluate Participants

The instructor must provide individual feedback on the participants.



Evaluate Training

A survey is sent to the participants evaluating various points of the training.

