

Implementation of process governance framework

Customer

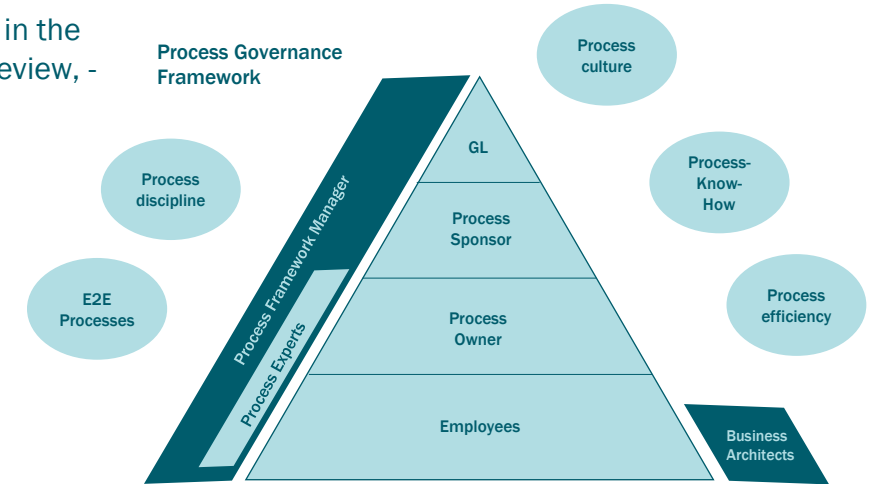
National Private Bank

Challenges

- Previous project included recording and optimising central management, core and support processes in an end-to-end approach across all business units
- Subsequent documentation with business process management tool (Adonis)
- "Process Governance framework" required to ensure sustainability (e.g. up-to-dateness) of processes
- Challenges of an operational implementation of the "Process Governance Framework" in a first review cycle with the most business-critical processes had to be addressed

Approach

- 1 Operational implementation of the process governance framework in the bank
- 2 Technical support in the tasks of process review, -modeling, -mapping and -documentation in GPM tool Adonis
- 3 Conducting communication with internal stakeholders
- 4 Planning, monitoring and control of the project



Results

Process up-to-dateness and improved process flows for operational banking ensured
 Mapping of process changes according to best practice approach in line with compliance requirements in BPM tool Adonis



Process governance framework functionally activated



Smooth cooperation of the stakeholders involved supported by active communication



Process mindsets among process owners and bank employees significantly improved