



# Bridging organisational gaps with process management

13th European Quality Assurance Forum

Broadening the Scope of QA

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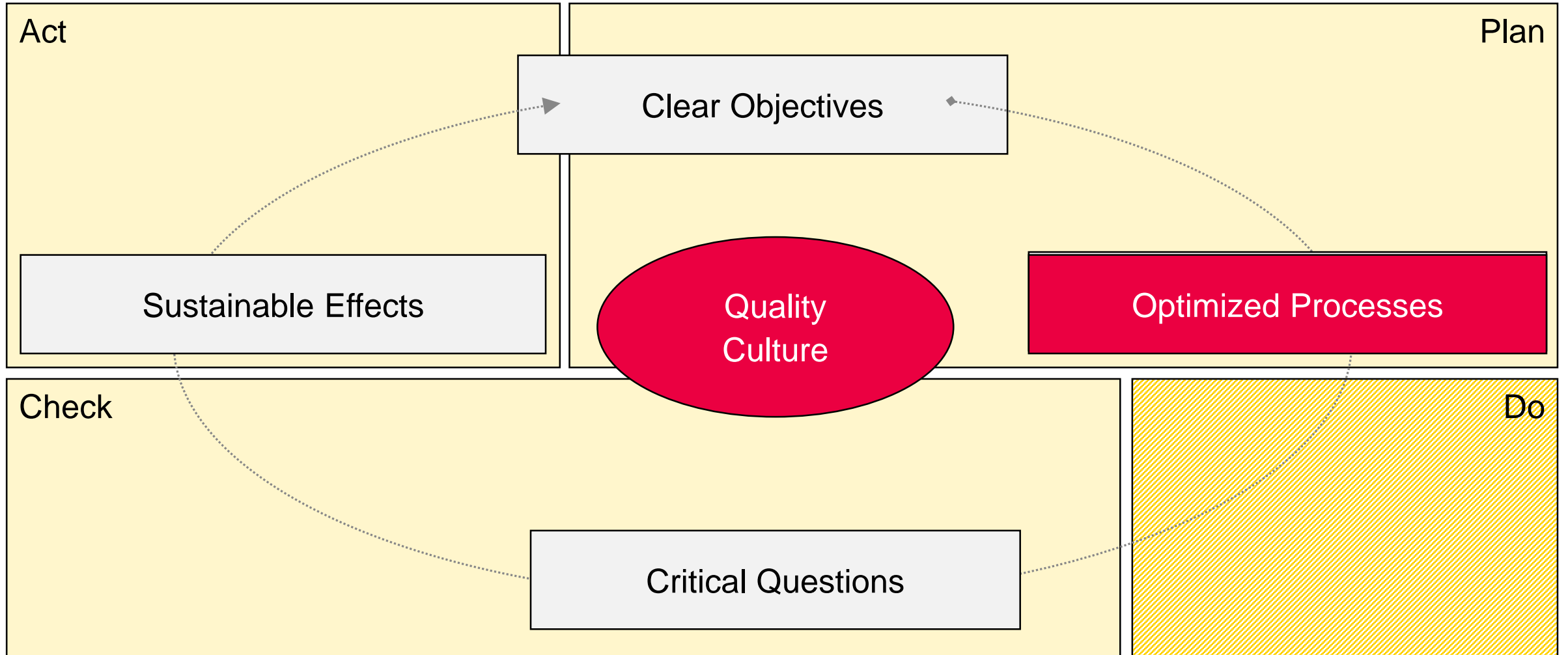
# Our Goals for Today

## Expected Learning Outcomes

- We want you to see that process management is more than a “bloodless” and technocratic procedure.
- After you have attended this workshop, we expect you to be able to ...
  - describe the elements and steps of process definition and process analysis.
  - discuss the significance of process management for the development of quality culture and quality enhancement.
  - reflect the applicability of process management against the background for your own organisational contexts.
- We hope that this will lay the foundation for reasoning about and for decision making about the implementation of process management at your own institutions.

# QM Concept of MUAS

Optimized Processes



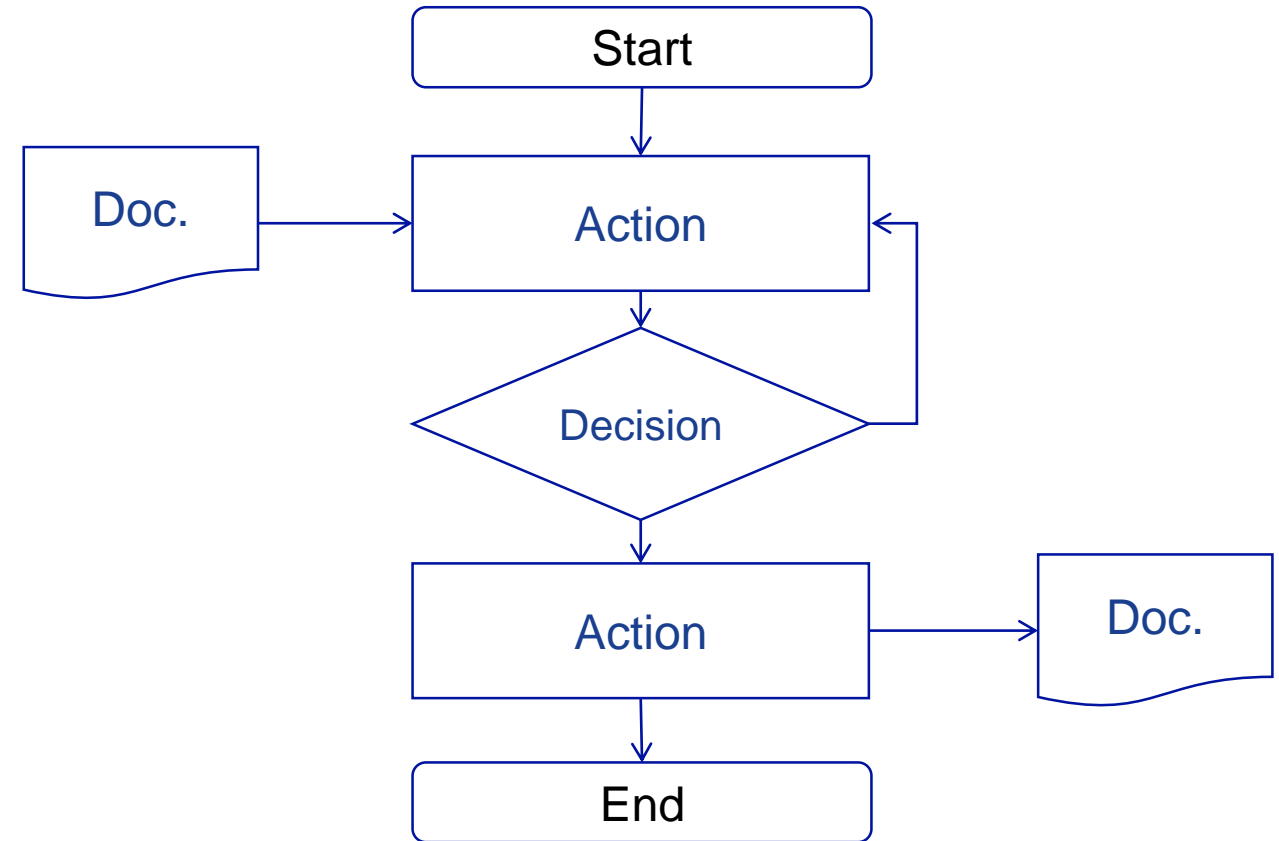
# Introduction to Process Management



# Introduction

## What is a Process?

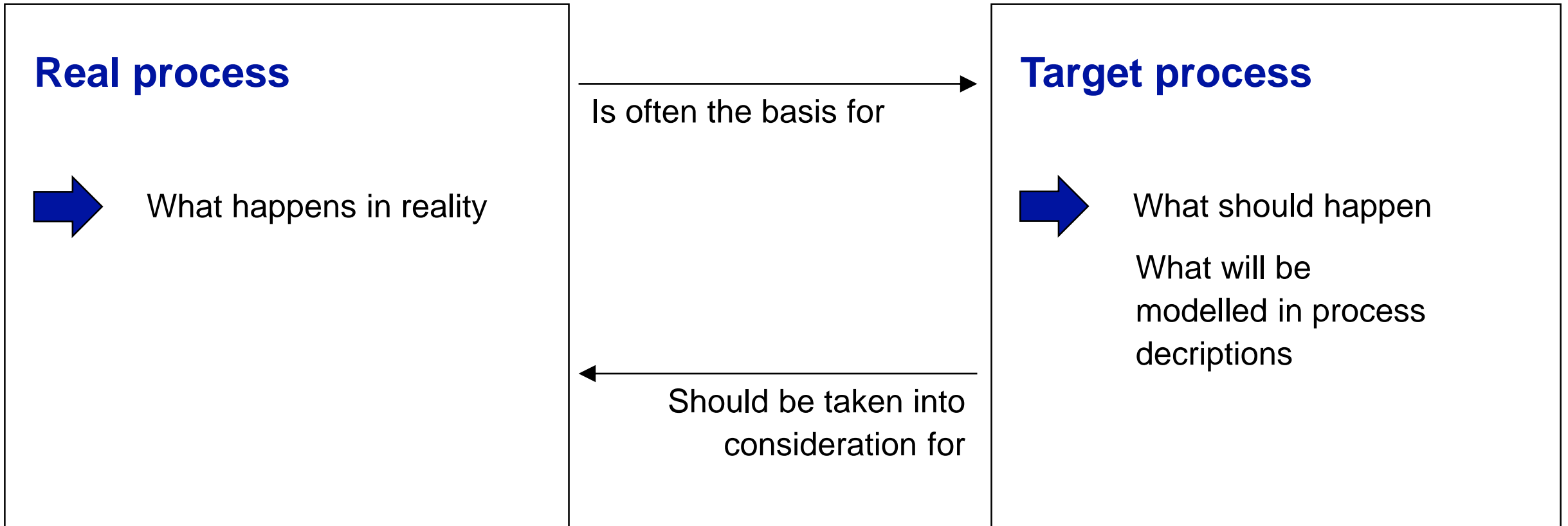
„A process is a comprehensive and logical order of activities, within which the actors involved in the process jointly transform input into output by the help of material and/or information.“



Boentert, Welp (2016), S. 15

# Introduction

## What is a Process?



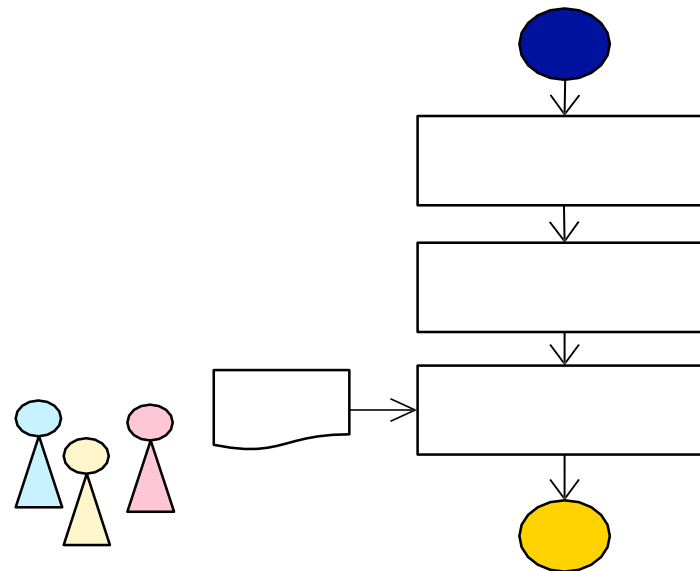
Boentert, 2018

# Introduction

## What is Process Management?

Process Management includes ...

- analysing complex orders of activities **following a common standard**,
- **publishing the target process** in a manual or online-portal,
- **evaluating** and improving the processes **on a regular basis**.

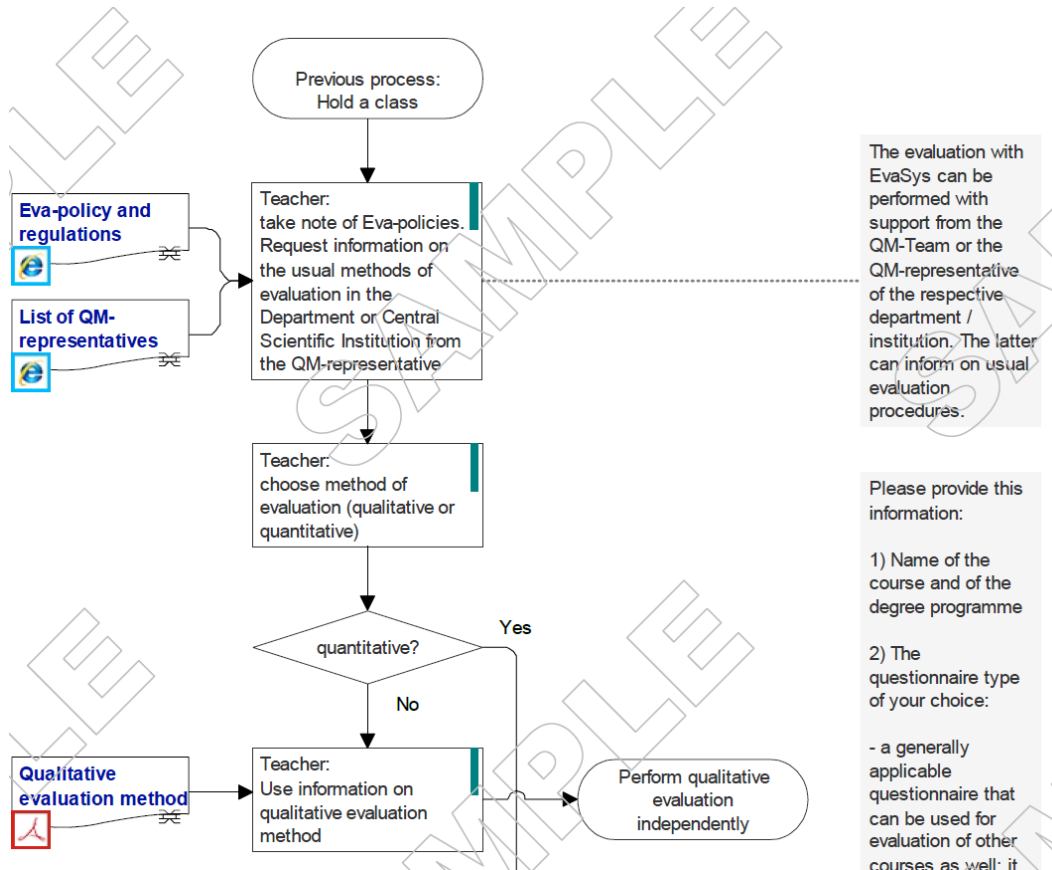


Boentert, Welp (2016), S. 17

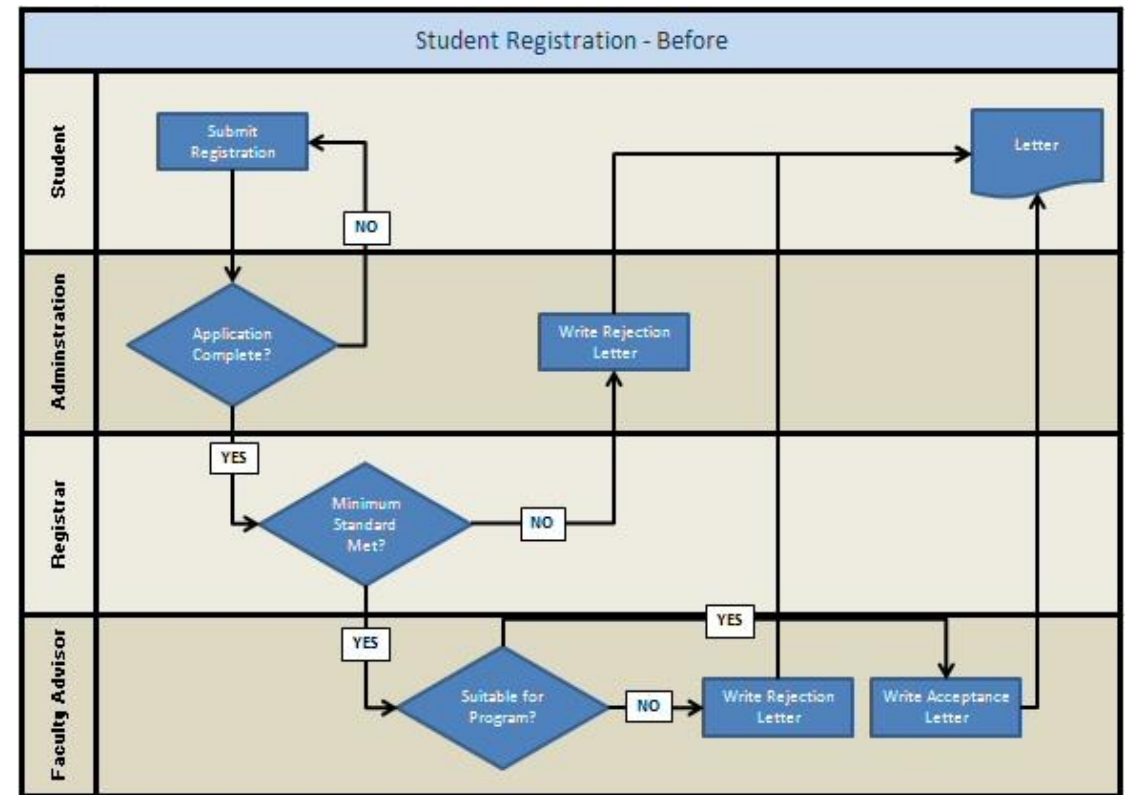
# Introduction

## Modelling: Flowchart & Swimlanes

### Flowchart



### Swimlanes



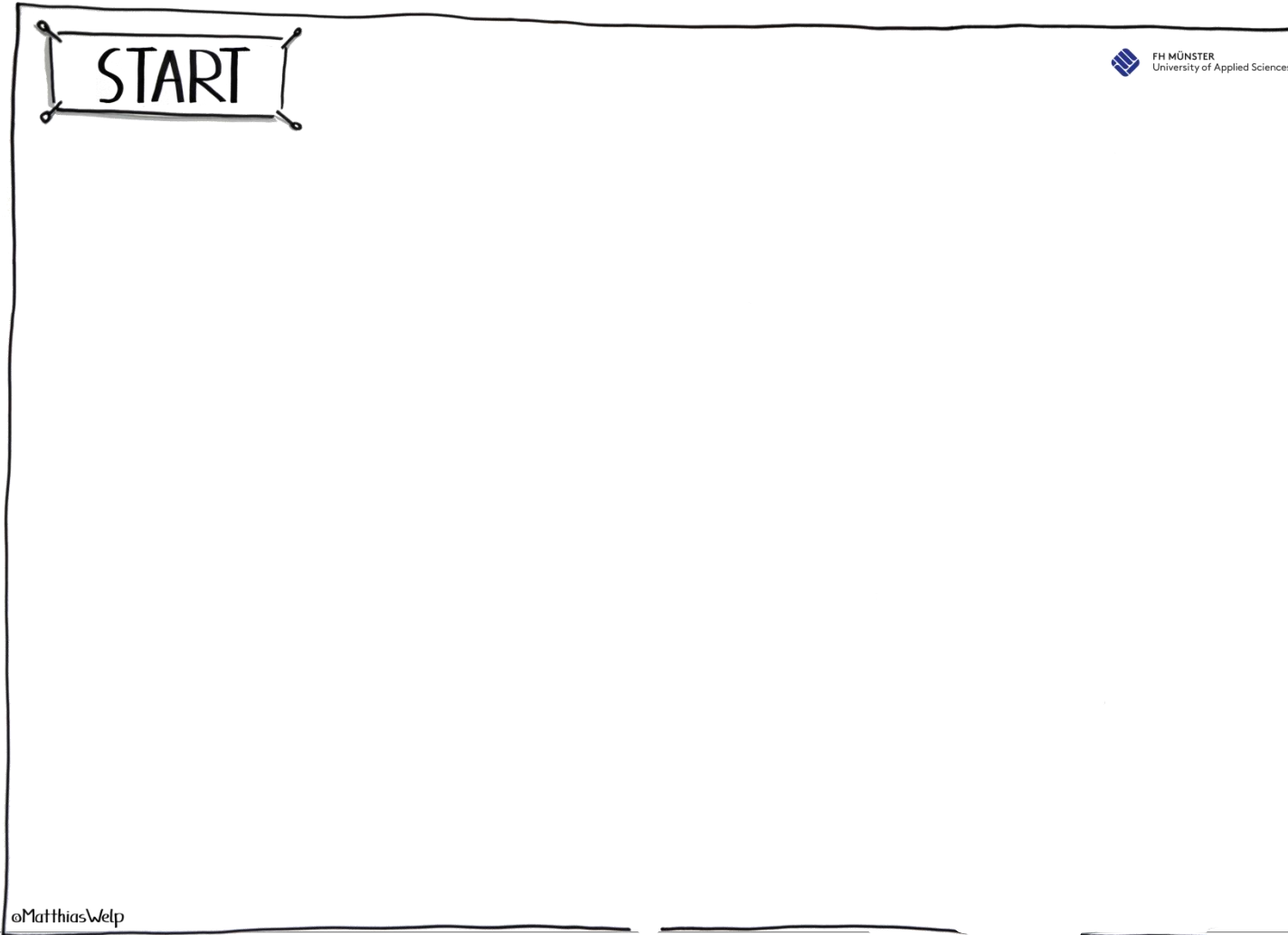


# Process Management in Practice



# Process Management in Practice

## Best Practice at MUAS – Cooperative PM



# Group Work

## Approaching a Process

### The Process Description



# Group Work

## Approaching a Process – The Process Description

General information about the process	name, short description, starting point, expected result, activities, interrelations, scope, addressees, process owner, stakeholders, team
Process Quality	meeting internal and external expectations, quality indicators, possibilities to measure
Quality of Results	contribution to strategic goals, meeting internal and external expectations, quality indicators for the results, possibilities to measure, risks
Process Revision	revision cycle

# Group Work

## Approaching a Process – The Process Description

1. Come together in groups of ...
2. Chose a process:
  - a) conducting course evaluation
  - b) appointing new professors
  - c) developing a study programme
3. Discuss in your group and fill in **only the green boxes** for your process.
4. We will discuss your results afterwards
5. You have 30 mins. time.

What is the process all about? Which would be a proper name (e.g. „conduct an assessment“)?

Who is responsible for the process? (process owner)

Who can approve and release the process?

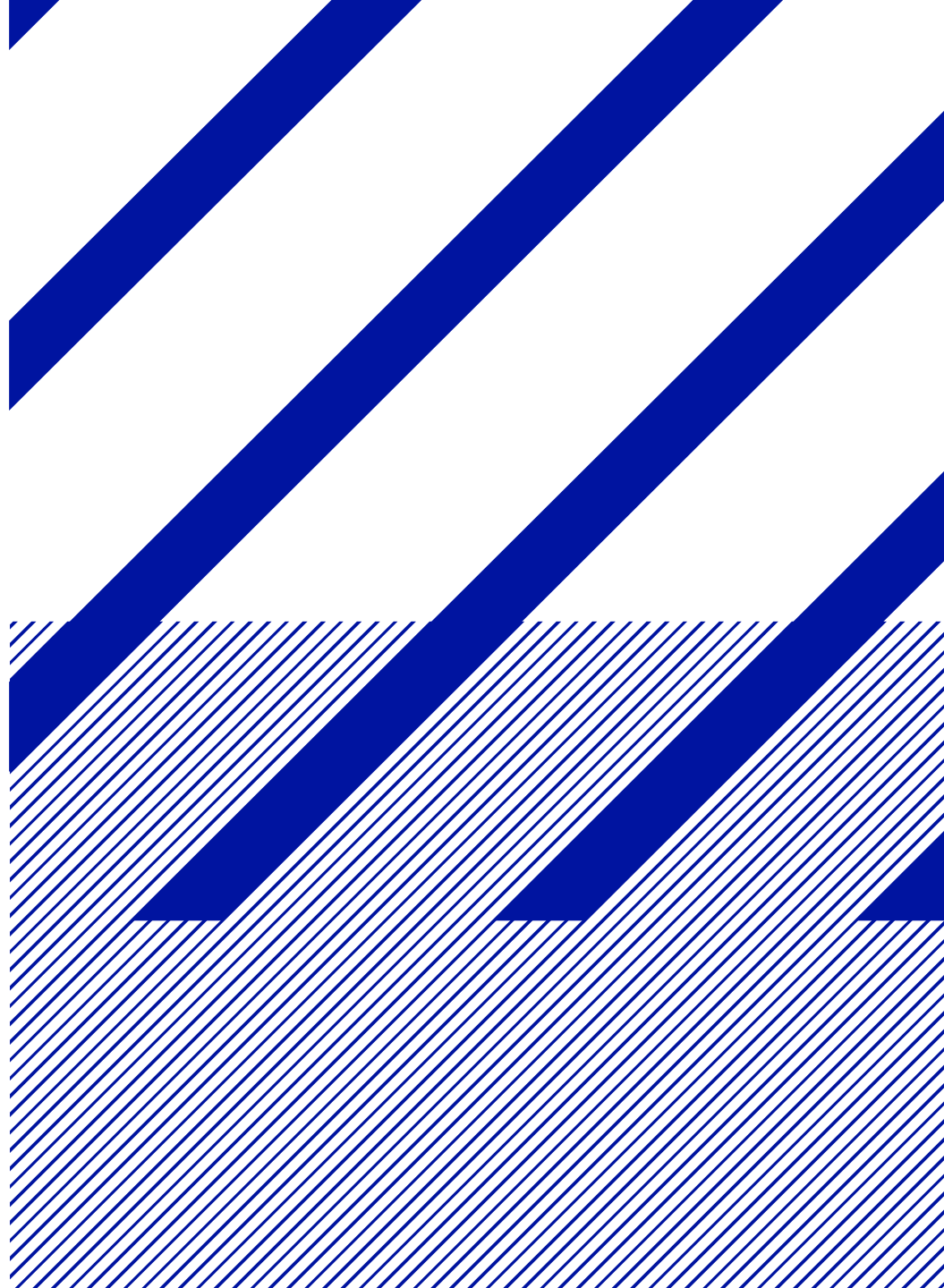
Who is involved (clients and actors)? Are all stakeholders already part of the process team? Are there any other actors to be involved?

Who will be the addressees of the process model? To whom will they be of help?

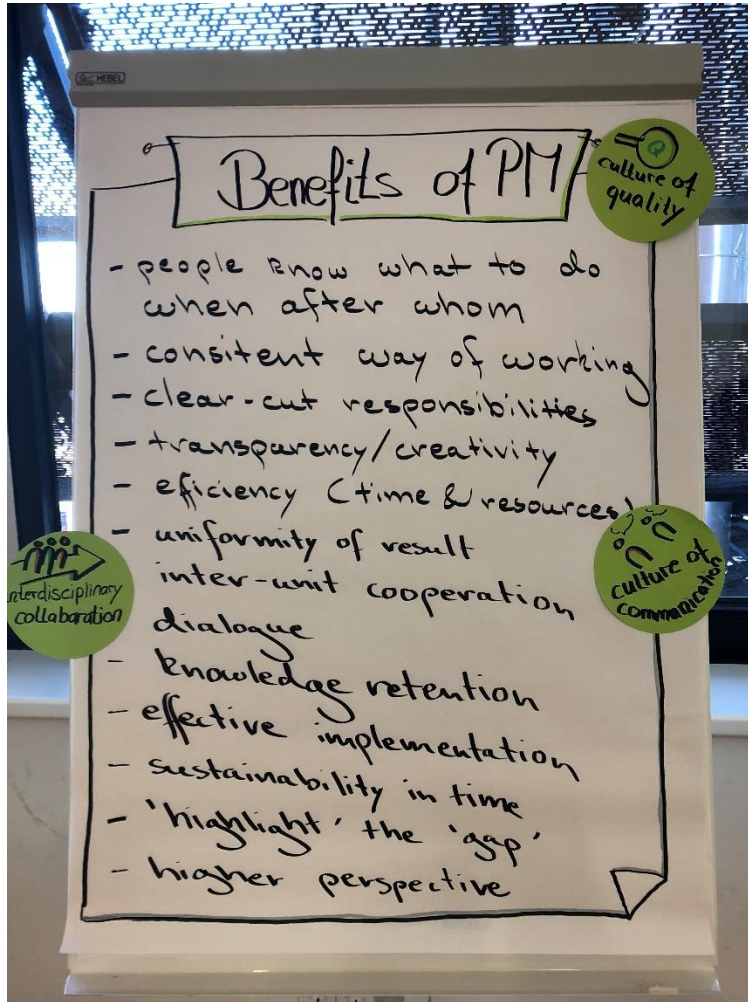
The process can be sub-divided into which sub-processes?



# Thank you very much for your attention!



# Group Work Results



**Thank you very much for  
your active participation  
and the vivid discussion!**