

Cross Team Process Synergy.

Why Shared Management Processes build conditions for Quality.

Discussion Document
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Business Synergy

In any business there are many ways departments and teams, even across geographical locations, can harmonise the way they work. By looking for similarities in business processes and working practices it can be possible to create shared management processes. These shared processes result in many direct benefits to the teams covered by them and to the business at large.

The moment a shared or common process is implemented the first benefits are realised. With every benefit comes substantial time and cost savings throughout the business.

Benefits of Global Processes

Add to this the improved communication across the teams and business, development of a more collaborative mindset, knowledge and experience sharing, etc. and the value of Global Processes become more apparent.

Teams gain a streamlined process

- Reduced maintenance in keeping the process up to date.
- Smaller team dedicated to process auditing and improvement required.
- Timeliness in managing, communicating and updating the process.
- Ability to integrate new starters into the business
- A springboard to move onto the next business challenge with this domain more fully managed

Customers benefit directly

- Access to various business services is seamless.
- Customers need know one process, not a whole collection.
- Customers get time back from effective processes to focus on their own tasks.
- Cost savings can be passed back to the customer helping to maintain competitive edge

The business gains

- Business changes are more easily implemented now the processes are not so fractured and complex.
- Internal teams can provide reduced services, one file area, tool set, etc. not two or three.
- Management gain a wider view of teams yet need to know only one process.
- Reduced costs through avoiding redundant or under utilised, duplicated systems.

Creating the Conditions for Quality

Shared processes mean quality is more likely. Teams avoid working in conflicting ways and start to look for approaches that support each other. This in turn naturally streamlines the process and makes it more defined. This definition translates into repeatability. These three aspects mean the potential for product quality to be present at a consistent level is more predictable.

Should we choose to apply this approach to the activities of our Customers or Suppliers, which should always be done to some degree, then they too can experience from these benefits. In turn the business process teams will receive more support for their own activities and processes.

Defined processes can be measured and if it can be measured it can be improved. Improvements can take many forms such as better communication, process reduction or streamlining, identification of process vulnerabilities and of course, reduction in overall cost of business processes.