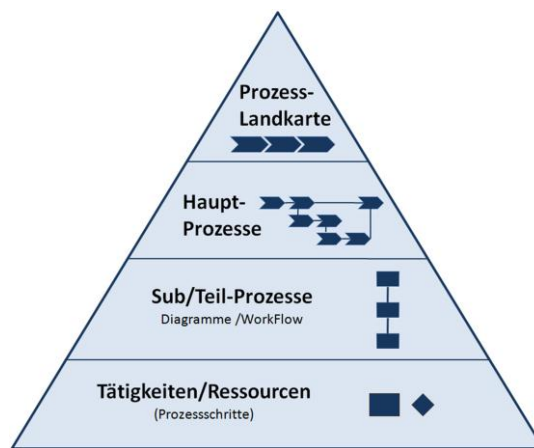


# AN OPTIMUM PROCESS-BASED CORPORATE MANAGEMENT

IMS PREMIUM offers clarity and overview



**Confusion prevails in process management, along the lines of “Tower of Babel”! Just like the Tower of Babel, communication often goes wrong in process management, too, because the parties involved have different views of the processes, or confusion prevails with regard to the representation of processes and documentation. IMS Process meets process documentation requirements in a simple and transparent manner.**

The process confusion can be attributed to the different requirements of individual process actors such as IT specialists, organizers, management system administrators or workflow specialists. To fulfill the function in question to the greatest possible extent, different forms of process documentation are used.

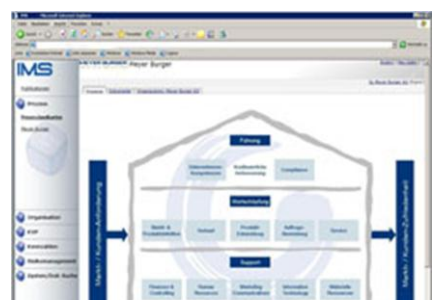
Flowcharts, swim lanes, EPC, UML, BPMN and Petri nets are just a few examples of different forms of representation of business processes.

### The pyramid model is established

The “process confusion” can be easily solved, however. The pyramid model has established itself in process management over the past few years. This model displays the corporate processes according to the interest groups, using a top-down approach.

### Overview on process map

The process map is used to map the cross-sector and cross-departmental processes as business processes in a clear manner. The business processes are usually organized on the basis of their importance/significance. Customer or performance processes form the core of the provision of services in a company. Effectiveness and efficiency are required for process design and control.



Example of a process map at Meyer Burger

### IMS PREMIUM Processes offers clarity and overview

The processes within an organization are clearly presented and the goals recorded. The multi-step process is clearly structured from the process overview to the individual activities. Each process includes all the information relevant to the process including documents and performance indicators. All the units, personnel and resources involved in a process are identified.

**Overview of important process data**

Graphic arrow display has become established for representing the main processes. Employees should be able to see all the relevant process information at a glance. Essential aspects for process management are the communication of process services and the quick availability of all key documents and information required for process execution. The process owner's role is also defined.



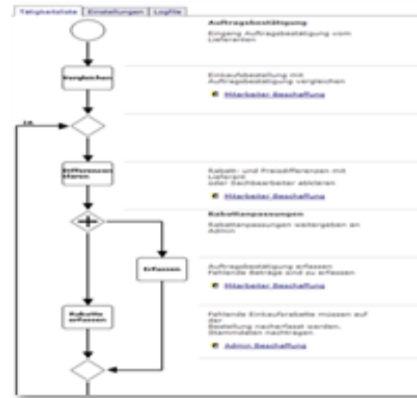
Example of main processes of acquisition

**Simple, graphic presentation of processes**

With regard to the operative execution of the processes at the levels of sub-processes/partial processes and of individual activities, the activity or operation in question is described in a clear and comprehensible manner. BPMN(1) is increasingly used for mapping and describing sub-processes and partial processes.

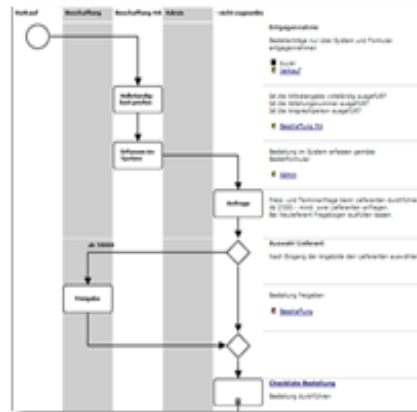
BPMN was originally developed as a graphical notation for executable processes. The acceptance of BPMN for the setup of management systems is supported by the fact that the basic elements used correspond to a large extent to the widely known flowcharts.

Simple BPMN diagrams comprise a start and end event, activities connected by arrows, and gateways represented by diamonds. This type of diagram is self-explanatory.



Example of an activity list

Swim lanes are available for representing the relationship between a process and an organization. They enable the coherent, logical and time-related mapping of organizational processes, and due to their completeness and clear structure, they also



Example of an activity list with swim lanes

enable the quick and easy localization of weaknesses and subsequent optimization of the process.

**Simple process modelling**

IMS PREMIUM, the Web-based and database-supported management system, fully supports the pyramid model with the new version 2.8. The backbone of this solution which is based on Microsoft Net technology is simple process modeling.

The process modeling tool meets all the requirements for setting up a consistent management system, and can structure processes from the process overview right down to the level of individual activities. You simply "google" through the processes to quickly find the required information. It is also possible to map detailed processes which comply with BPMN. IMS process modeling is easy to use and operate, allowing process managers to focus on process design. Documents and supplementary information can be added at any level for a specific role.

Whether a management system is set up for a small company or a corporate Group with several locations and languages, the pyramid-structured organization of the corporate processes creates additional transparency and enables simplified use for all employees.

(1) BPMN: Business Process Modeling Notation = Notation for the graphical representation of business processes