

Process Engineer & Trainer for Process Management and Work Life Balance in Australia

Project Summary

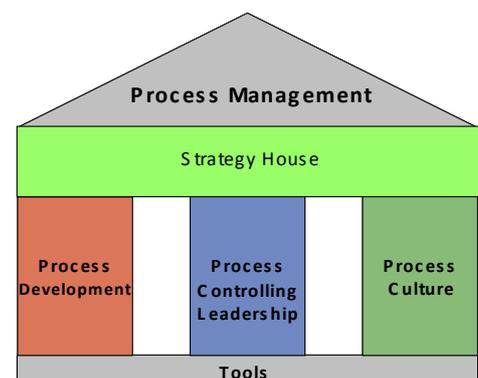
This strategic project of LexisNexis (Pacific) provides an opportunity to upgrade the organisation's capabilities to meet and exceed customer expectations and facilitate the way of doing business to position the company for long-term success. It is about modernising product technologies, capabilities and processes to deliver an improved customer experience, faster time to market and greater efficiencies in doing business. The project outcome is a user workflow based legal research service with supporting (internal) business processes and systems. It will significantly improve the way LexisNexis' customers are able to experience solutions and conduct research. The project strategy also encompasses new approaches to go-to-market, pricing, business and operational processes.

Main Responsibilities

- Support of the business operating model team with 6 work stream leads in the areas of process development, process design and process modeling
- Facilitation of process management training sessions for the project team (40 team members) and optionally for specific teams and senior management
- Facilitation of additional corporate culture & personal life (work life balance) training sessions for the whole company (450+ employees)

Key Achievements

- Introduced and supported process orientation and customer centricity in a global environment in an international team
- Mapped and supported the (re-)design of more than 40 As-Is and 130 To-Be-processes according the international BPMN standard (Business Process Modeling Notation)
- Defined process development standards and implemented process modeling guidelines and a process management handbook
- Facilitated successful process management training sessions including an eye opening process game, insights about process idea, customer for centricity and implementation methods for process management for almost 100 team members with very positive feedbacks
- Facilitated corporate culture & personal life training sessions which are connected to the understanding of a holistic process management and the personal role and responsibility with the project leadership team, project members and company employees



Customer Comment

“Mr. Ronald Schnetzer led the process management function as part of a major strategic initiative of our organisation. He collaborated extensively with all project team members to train and support employees in order to document and visualise all current and future processes, and to run process engineering and work life balance courses. Both areas significantly contributed to the success of this project and supported our cultural change programme.”

Marc K. Peter, Director of Technology and Business Development at LexisNexis (Pacific), Sydney

Process Management Training

Holistic Business Process Management has the main goals of customer centricity and employee empowerment. It includes process development, process control and process culture. The term holistic process management signifies the systematic development of business services, solutions and processes. Process management breaks down from the strategy into manageable process steps supported by modelling

„An eye opener training, very impressive great way for the company to move forward.“

tools. Outputs or services are the results of a process which connect to internal or external customers. To have a common understanding about process management, the organisation offered a 2 day training workshops. In these workshops, we will explore the holistic process idea, the method and the tools. We experience Process Management through an interactive progress game and then connect with the process development techniques. These workshops are to align processes to strategy, and business systems to processes, and to establish business process management within the organisation.

Corporate Culture and Personal Life Training

This course builds on the training about process management. We will explore our main business and personal key conditionings. By watching an exciting movie and through exercises, we work towards creating more awareness. We can say that Work-Life balance is definitively a large underestimated issue, and we can be more aware about the drivers behind it. Reconditioning of our beliefs can lead to better processes. Some

„So important. It made sense and provides good food for thought. It reduces stress.“

very deep hidden beliefs like functional thinking, need to prove, growth is always good, working harder and being busy will be discussed in an open forum. It is important to note that process management has to include Corporate Culture and the employee’s Personal Life to achieve a Work-Life balance.

