

Enabling business transformation through business process management

17:30-21:00, Wednesday 14 October 2009

Duke's Hotel, London

The late Mike Hammer stated that "*companies that concentrate on processes ... are able to sustain high levels of operating performance*". Although many organisations talk of adopting business process management (BPM), few have made significant progress especially with regard to making the fundamental changes needed to make business process management the primary driver of business transformation.

BP Lubricants is implementing BPM to underpin its next wave of operational excellence, including creating business process owners with the authority to challenge and change existing processes. In doing so it has faced many challenges around creating the conditions for success and sustaining it.

At this Forum, Colin Chapman of BP Lubricants will describe the challenges faced, how they were overcome, and those that remain to be addressed. He will describe how a major SAP implementation is being used as the catalyst to introduce BPM, how BP is progressing from defining standard ways of working to driving performance improvement, the roles of process management teams and how process governance is being implemented.

Preparation

To ensure a rich and fully participative discussion please consider:

- The pre-conditions that must be met for the successful introduction of BPM
- The activities that will sustain the process-managed approach and evolve it into the major contributor to continuous improvement.

Format and attendees

This forum will be highly interactive with presentations designed to prompt discussion rather than delivering text-book answers. We limit numbers to maximise opportunities to explore issues, contribute experiences and learn from peer managers from other organisations.

The forum will be of benefit to those seeking or wishing to share an understanding of the advantages of a process-managed approach, BPM implementation, and/or sustaining continuous improvement.

Location and registration

Duke's Hotel, St James's Place, London, SW1A 1NY. The nearest underground is Green Park serving the Victoria, Jubilee and Piccadilly lines.

The event commences promptly at 17:30 with supper at 20:00 during which discussions can continue.

Please contact Lynda Phelps at lynda.phelps@h-i.com or telephone +44 (0)20 3178 6755 to reserve your place. For details of the H-I Network and other events go to www.h-i.com.



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