

Process
excellence that
performs -
optimising
operations and
measuring impact

BPM at the Core

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General Public



Business Process Management - What is it and Why do it

Question:

Can a leader deliver results
without a process?



Why is a Process Architecture valuable?



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Employees, management and executives have visibility into and understand all strategically important processes and their cross-functional interaction.



Decision making

Use Process Architecture to determine opportunities to improve business performance.



Clarity

The Process Architecture provides clarity on who owns which processes.



Visibility

Everyone in the organisation understand how they contribute and deliver value to our customers and stakeholders.



Analysis

Understand the root cause for issues, determine what changes can be made.

» Process Architecture

Process Architecture is the shared organisational blueprint and anchor model of the processes of the organisation, (used to unify all other relevant architectures) and how they are modelled at different levels of granularity.

What is it?

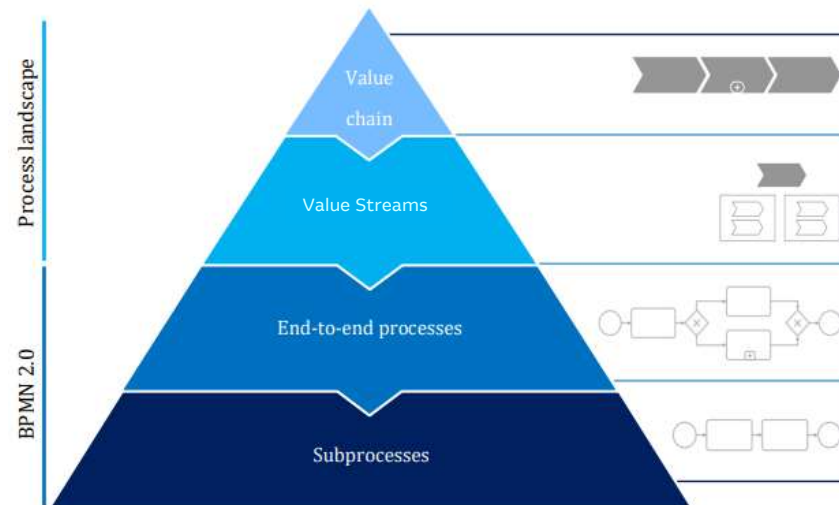
Essentially a blueprint of processes that your organisation has that together provide a picture of how value is created. We use architecture to map the value streams, capabilities and processes

What is the value?

By having a process architecture in place your organisation can determine the relationship between the various processes. This is highly effective in identifying strategic initiatives and the cause and effect of process improvements to its related components. Process architecture also enables assessments on gaps against the industry value offerings and can help develop business strategies.

What the business does - L1 & L2

How the business operates day to day - L3 & L4

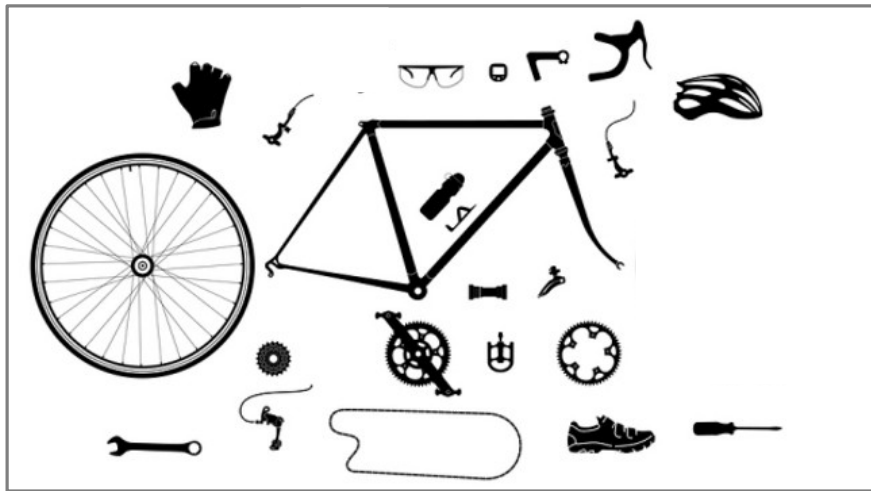


Allow the Enterprise to priorities the right changes, locate who does what - great for Audit and Compliance

Are we compliant, effective and efficient and where we manage operational risk/controls

» Building a Robust Process Architecture

Most Architectures



This is Not a Bicycle

Effective Architecture



This is a Bicycle

» Understanding the Process Management Framework



Strategic Alignment: Refers to the ability of the organisation to focus its efforts on the processes and capabilities that are most critical to achieving long-term objectives.

Ownership & Governance: The structure of people, process, information and technology that support the attainment of business objective around BPM. Clarifies who makes what decisions about what, under what circumstances.

Change Management is about the engagement, training two-way communications, and providing support around BPM.

Process Architecture: The shared organisational blueprint and anchor model of the processes of the organisation, (used to unify all other relevant architectures) and how they are modelled at different levels of granularity.

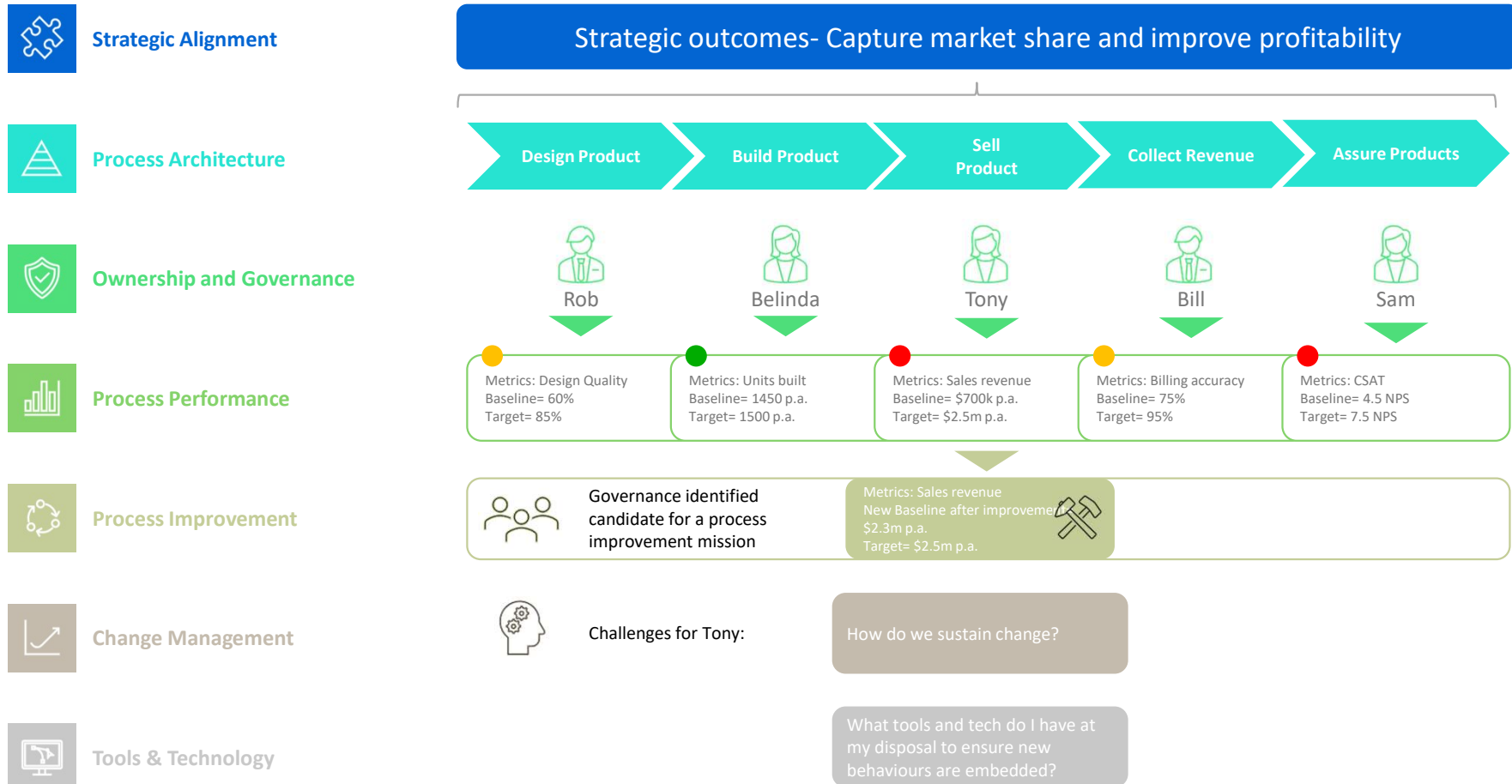
Process Performance encompasses the measurement, metrics and monitoring of process behaviour and process execution.

Process Improvement: The methods deployed to make positive changes to the desired performance variables of a process or to match updated risk and/or compliance requirements.

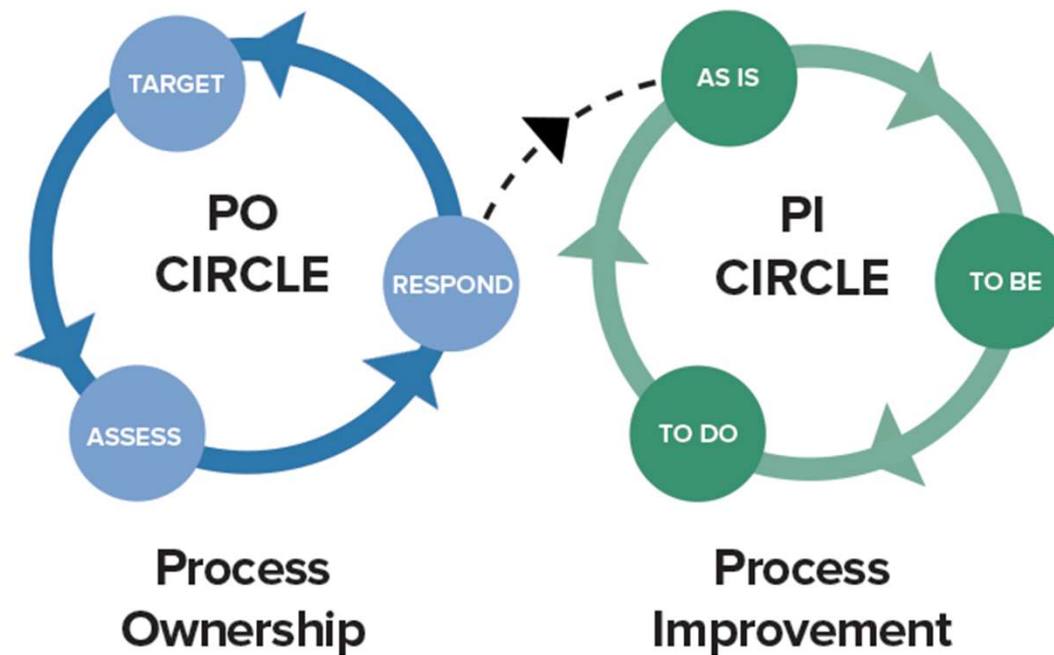
Tools & Technology: Refers to the enabling tools and technology that supports all aspects of BPM, from digital repositories and workflow automation to process mining and process execution monitoring

[APQC's Seven Tenets of Process Management | APQC](#)

> Business Process Management @ ACME Pty Ltd



➤ Bringing Business Process Management to life



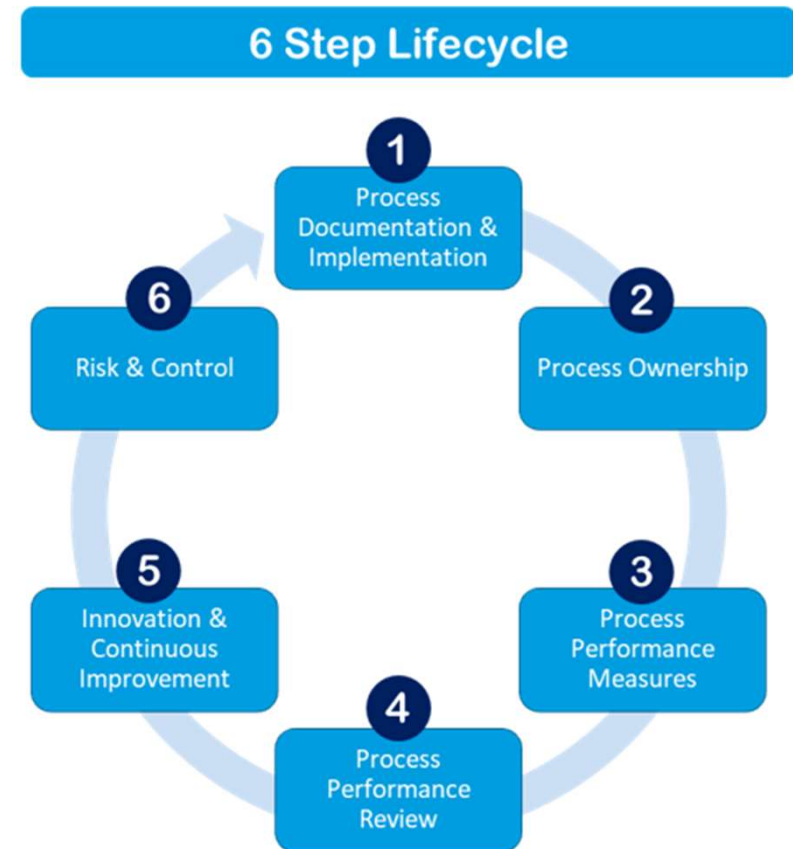
“[Tregear Circles](#)” images by Roger Tregear

Why Measure Business Process Maturity

Measuring maturity, shows adoption of BPM

Identify critical and non-critical processes and owners for assessment focus

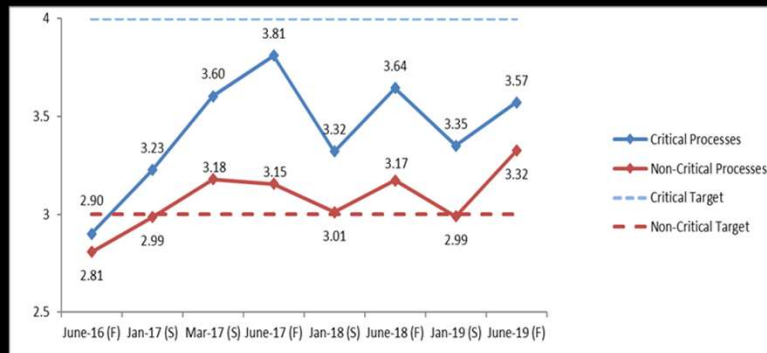
This is not an audit



Why Measure Business Process Maturity

Consider assessing process owners, their teams and their upstream and downstream process stakeholders

Build a team of assessors from each business process area to better understand the maturity criteria and further embed thinking

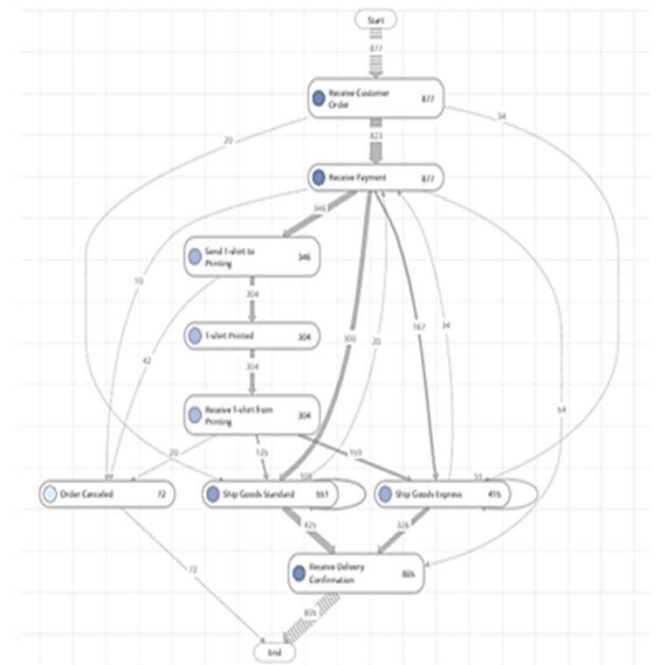
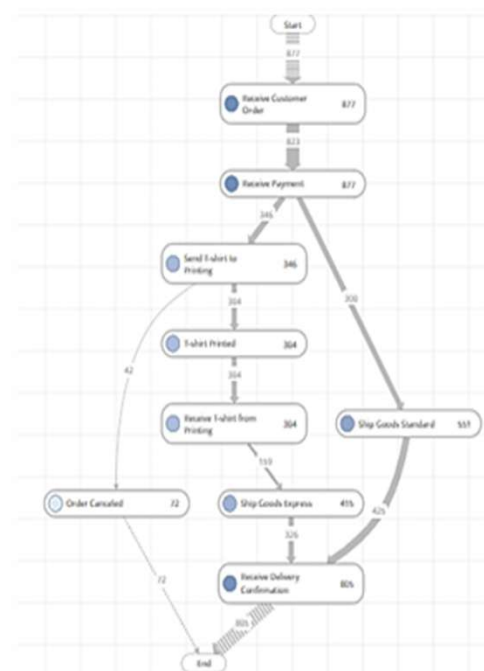


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➤ Process Maturity – leads to Process Mining – Why?

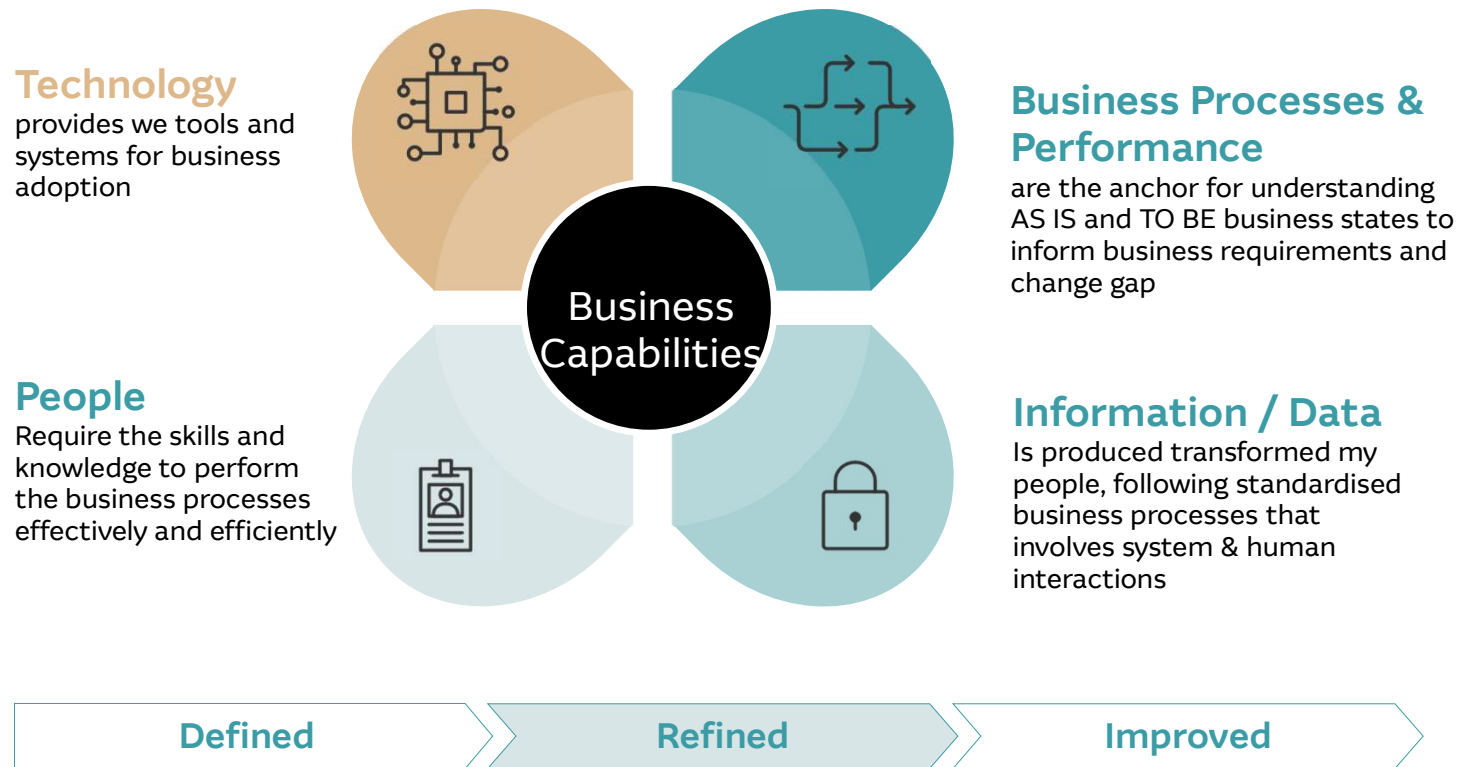
How the process was designed	How businesses perceive the process operates	How the process runs
Business processes document only the happy path	Only some variations are identified by stakeholders	Process Mining highlights all possible variations, showing, bottleneck, non-compliance and accelerates insight to action



➤ Building capability to achieve BPM maturity



» Think Business Architecture not just Process Architecture



How are you
managing your
business
processes?

Thank you

Q&A

