

Excellence?

Let's first achieve *Relevance!*



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Process excellence is *A Good Thing*



Process Excellence — WWGLL*?

1. Compelling
2. Continuous
3. Trusted

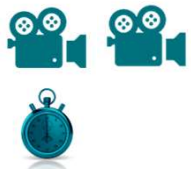
*How do
we do
all that?*



* What Would Good Look Like?

*What's the problem
we are trying to fix?*

There must be
a compelling
reason.

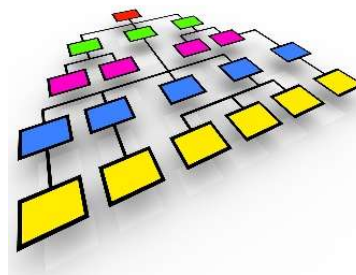


Principle #1: Primacy of Process



*Creating,
accumulating,
& delivering value
[Strategy execution]*

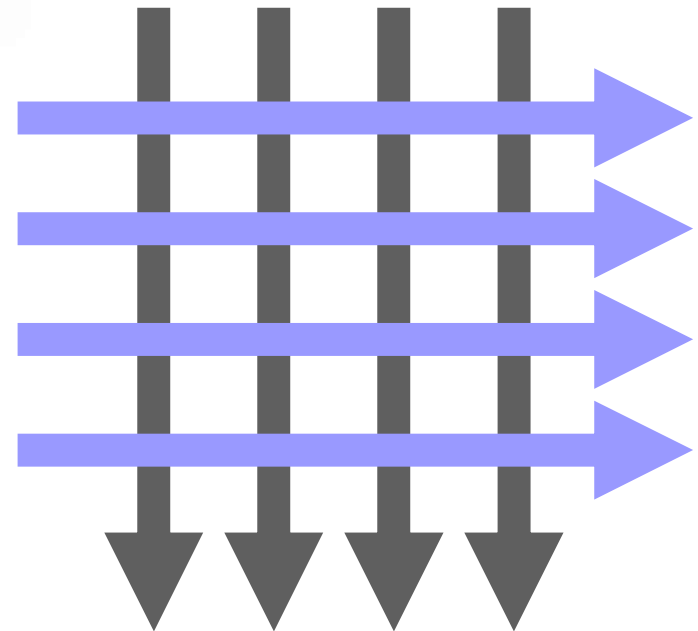
**Process
Organization**



► **COMPELLING**

Managing resources

**Functional
Organization**



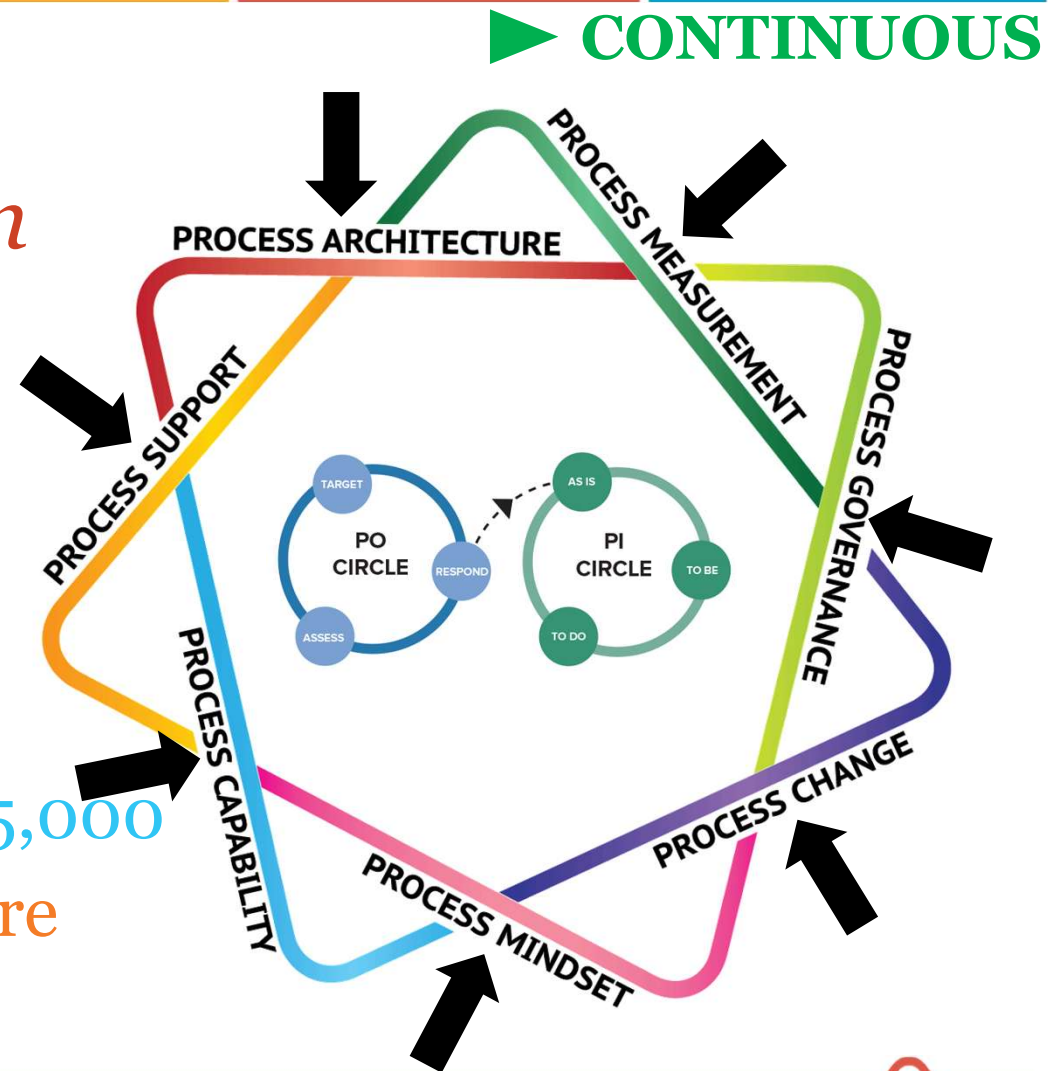
▶ **CONTINUOUS**



7 Enablers of BPM

enabling the circles to turn

1. Processes, made visible
2. By what measure?
3. Mind the gap
4. Without change, all is waste
5. Think first
6. Not 5 process analysts, but 5,000
7. Raising capability everywhere



▶ **TRUSTED**



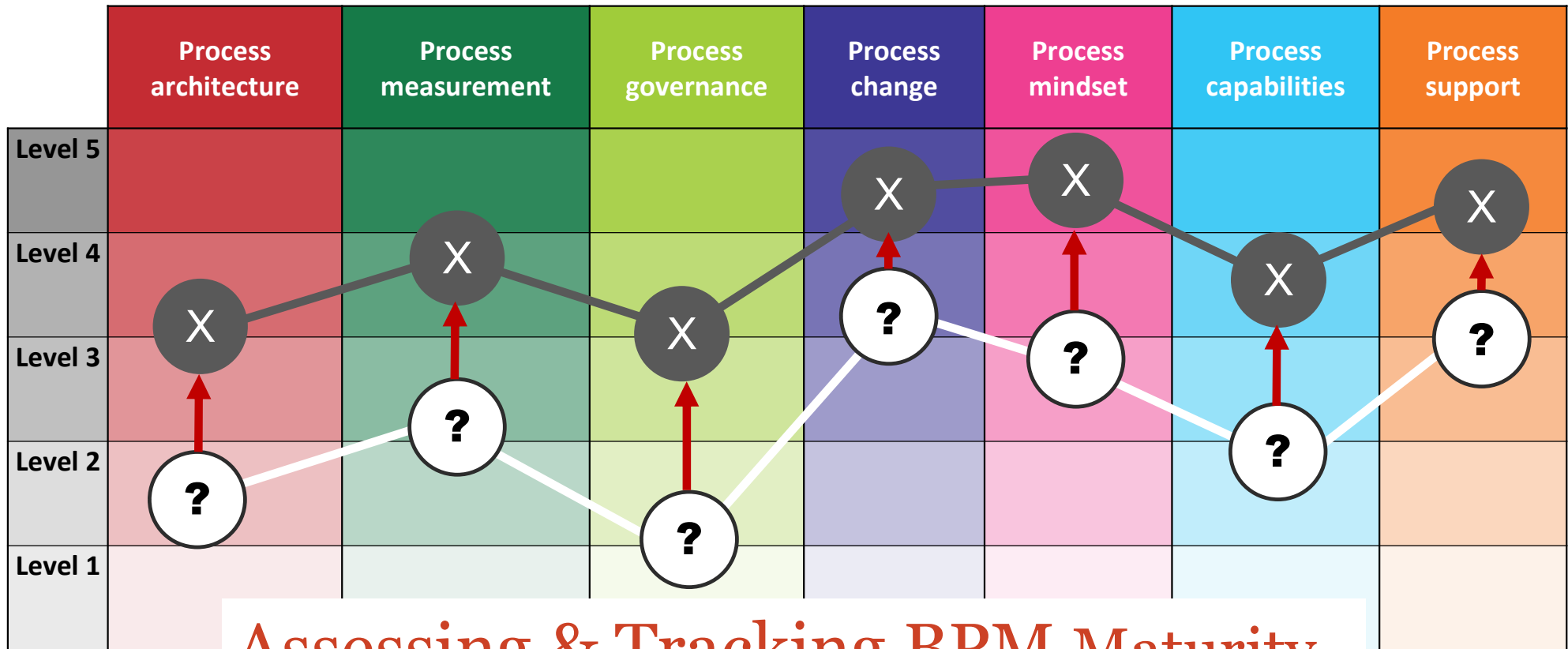
The process performance question is always:

▶ TRUSTED

If this process was working as well as the key stakeholders want it to, what would it be doing and how would we know



Are we there yet?



Assessing & Tracking BPM Maturity

BPM Maturity Roadmap





Compelling



Continuous



Trusted



Making it happen:

1. Define the **compelling** reasons
2. Document the **process** architecture
3. Create effective process **governance**
4. Select a small number (3) of **pilot** processes
5. Determine **PKPIs/targets**
6. Collect, analyze, and report process **performance**
7. **Correct** performance anomalies and test new ideas
8. **Communicate** outcomes.



Excellence is now relevant

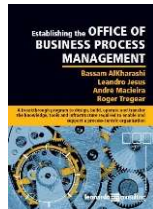
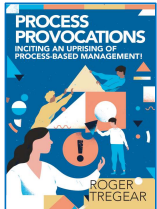
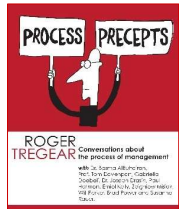


*Without questions,
there is no learning.*

W. Edwards Deming



Thanks



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