

Using BPM to create continuous improvement

Leveraging leading expertise in quantitative methodology and tooling, MÖBIUS helps its clients solve complex business issues in the areas of business process management and supply chain management. We asked Peter Willen, Partner at MÖBIUS, and Joachim Vanden Brande, Managing Director of LoQutus (business process IT architects), to tell us how the field is evolving.

“The economic crisis is forcing organisations to focus on added value and waste reduction – and this calls for business process management and continuous improvement.”

Peter Willen, Partner at MÖBIUS



Joachim Vanden Brande and Peter Willen

Peter Willen: “In the past, BPM focused mainly on describing and documenting processes – at best, we would see a one-off improvement, but after a short while the company would fall back into old habits and methods. That’s why it’s important to ensure a cycle of continuous improvement – and that entails not only implementing and monitoring ideas but also allocating responsibility to constantly monitor process performance. This can be done by assigning process owners or ‘lean champions’ in the organisation and using techniques like 6 sigma and added value analysis.”

Peter Willen points out that, in addition to creating a platform for research and a network for sharing ideas, partnership with Vlerick allows MÖBIUS to stay on top of BPM trends. Plus, he says, “Vlerick’s annual BPI conference is one of the most important events in the field.” ■

“And we can facilitate continuous improvement by implementing new IT architectures in support of the business processes,” adds Joachim Vanden Brande. “More and more IT solutions are focusing on process automation instead of simply fulfilling functional requirements. These new solution architectures also collect a lot of process data, and by analysing this data you can immediately spot potential problems and thus continually improve your business model.”

