Why Your Business Processes Are Important

TICL
THINK, INSPIRE & CREATE LIMITED

## Process vs Procedure– Definition

If you search for a definition it will tell you that processes are a set of activities and tasks that, once completed, will accomplish an organisational goal. They focus on what needs to be done and how these activities integrate with one or more departments. They are a series of related tasks that together turn inputs into a single organisational output.

Procedures are all about the specific actions, these provide a set of defined instructions on how a person or team should do their job. Basically, you can define these as the 'what vs how'. Whatever your business does, you will have a series of processes & procedures to get things done and these day-to-day repeatable tasks are essential in keeping your business running.

If You Don't Get These Right – Things WILL Go Wrong

Any task that is done repeatedly, or by more than one person in your company, should be documented. 'Having it all in your head' will not work when you begin delegating to employees or employing new staff. You need to ensure that they will be able to replicate your processes in order to provide a consistent level of service. Not only that but poorly defined processes and procedures will lead to duplication of effort, errors and omissions that will without doubt cost time, money and effort to put right. You'll end up with a demoralised and demotivated team too. It's interesting how we often say that we don't have enough time in the day to get work done, but we always find the time to repeat a process or piece of work when it's gone wrong. This is unproductive time spent which causes inefficiencies and unnecessary cost to your business.

Quite often in businesses (even small ones) there are many individual world views and differences in understanding, meaning there is no collective grasp on the world. Who does what and why and when? Absolute clarity is essential to effectiveness and efficiency and ultimately greater productivity. Why what they do is of value and how this fits into the wider organisation.

Team A

GOAL!

The Wider Organisation
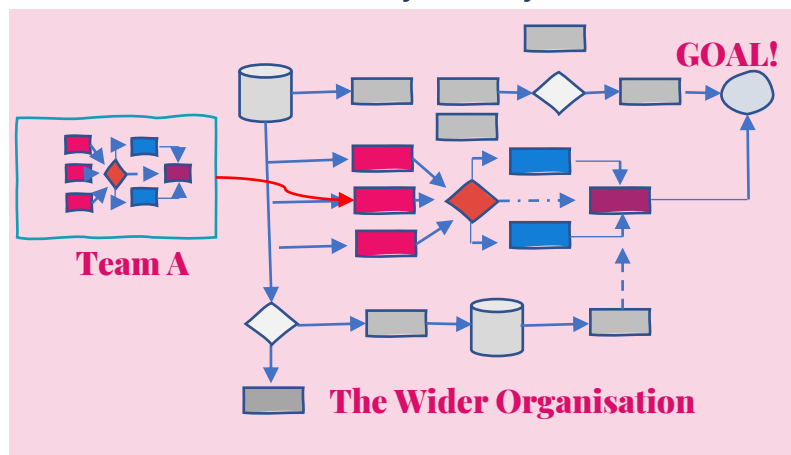
When Was The Last Time You Reviewed Your Processes?

Are you continuously improving or are you still doing things the way Jean did it in 2003? What are you trying to achieve and do your processes deliver it? Does everyone else think the same as you? If you were to ask your team some might say that they are confusing, overly engineered & too wordy or out of date. Asking the people who carry these out day to day is a good place to start. Drawing your processes is a good way for teams and businesses to reach a common view more quickly. It is also much easier to understand a sequence of steps when drawn out and how they fit into the wider organisation. They will enable you to identify gaps, for example where there is ;a need for appropriate checks and controls, or where there is a lack of co-ordination between different departments.
You might then want to walk through your processes again but through the lens of someone who works in a different team. Do they interrelate and flow easily?

5 Reasons Why Your Business Needs Sound Processes

1 Promotes efficiency, effectiveness and reduces risk of duplication, errors & omissions through a consistent approach to tasks

2 Supports training material leading to sound & seamless business & task knowledge transfer

3 A solid framework for continuous improvement easily allowing for small incremental improvements

4 Supports the implementation of IT systems. Provides IT with an overview of what the business does and the impact it might have on the organisation

5 Helps to eliminate siloed working. Visible processes will help people understand the value they add and how they fit into the wider organisation