

NAVVIA™

2023 Webinar Series | Q&A

Your Guide to Effective Process Management

With Rik Jones of Johnson Controls

February 16, 2023



Speakers



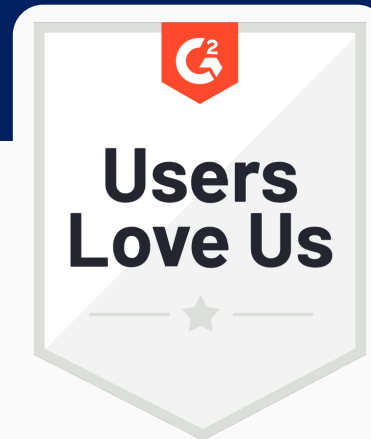
Rik Jones
Director, IT Service Management
Johnson Controls



David Mainville
CEO & Co-founder
Navvia



Navvia has been rated #1 in Quality of Support



[Read our reviews on G2.com](https://www.g2.com/c/Navvia)



Figure1. New York City City-line | New York, NY USA [photograph]. Retrieved from <https://www.johnsoncontrols.com/about-us/our-company>

1

Johnson Controls is a world leader in **smart buildings**, creating safe, healthy and sustainable spaces for nearly 140 years.

2

Artificial intelligence and data-driven solutions are used to give customers insight into their buildings' health, sustainability and performance.

3

Johnson Controls is transforming buildings with its **award-winning digital technologies and services**.

4

Supported by a team of more than **100,000 dedicated employees working across 150 countries**.



What Is Business Process Management?



Business process management (BPM) is the set of skills and methods companies use to examine end-to-end processes and make them better.

Learn more at:

<https://navvia.com/what-is-business-process-management>



BPM activities are grouped into the following areas:

- Identification
- Design/Modelling
- Business Process Automation
- Execution
- Monitoring/Controlling
- Optimization & Re-engineering

Activity

Poll question

How do you rate your company's process management maturity?

1

Initial:

This is the starting point and involves basic process management. The processes are ad hoc and often not documented and most likely not repeatable.

2

Repeatable:

At this level, processes are documented and can be repeated with some degree of consistency.

3

Defined:

Processes are standardized and documented with clear roles and responsibilities assigned.

4

Managed:

Processes are monitored and performance metrics are tracked to measure their effectiveness.

5

Optimized:

Processes are constantly evaluated and improved to ensure maximum efficiency and effectiveness.



Implementing a Process Management Foundation

What are some of the foundational elements that need to be in place to support a Process Management program?



Dealing with Organizational Change

There is often resistance when it comes to designing, implementing, governing or improving processes.

What tips do you for addressing elements of organization change?

Communicating the “Bottom Line” Benefits

There is a cost associated with process management, for example, peoples’ time or new automation tools.

How do you go about communicating the ROI to senior management in order to free up the necessary resources?



Establishing Process Management and Governance

Without process management and governance the effectiveness of the processes may erode over time.

What tips do you have to ensure process continue to deliver value?



Providing process management
"As a Service."

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Process management requires a unique set of skills. However, the task is often left to operational staff who are not specialized in this area.

What are your thoughts about process management as a service?

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Tips, tricks, and lessons learned along the way



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This has been a great discussion. Are there any additional points you wish to share with our audience?

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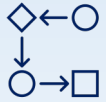


Navvia Process Designer

Designed for the
Business Process Management



Features specific to the BPM



Process Design and sharing



User Stories and Requirements



Assessment & Governance



Templates



Value



Learn how Navvia can really
make your BPM perform!

Schedule a demo today

<https://navvia.com/contact/>



Upcoming Events

30
Mar

Best Practices for Business Process Automation in ServiceNow

Christiana Care | Knight of Columbus | Yale University

Registration will
open soon

11
May

How to Design and Document your Processes to Drive Efficiency and Reduce Costs

Navvia Expert

Registration will
open soon

Thank you!

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