

Failure is not an option

The common pitfalls of digital process transformation.



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We have worked with a number of clients that were hoping to take a critical business process and optimize or automate the process. Their goal was either to reduce the amount of time it took to complete the process or free up resources. Sometimes, these initiatives fail.

Here are 5 reasons why organizations are unable to optimize and automate business processes.

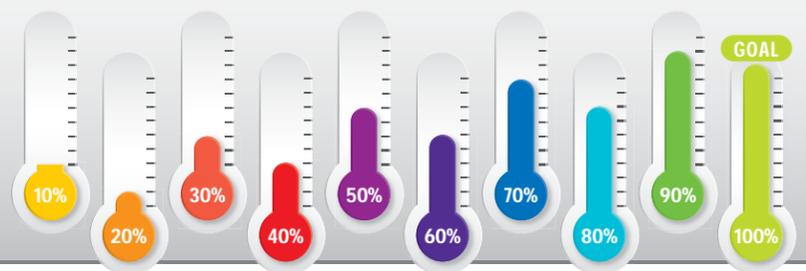
Organizational Resistance

Departments may lack the appetite to make changes to the current processes. Without staff support, a transformation initiative will fail. Organizational resistance can be caused by an unwillingness to change, experiences with failed process improvement initiatives, or a lack of executive support.



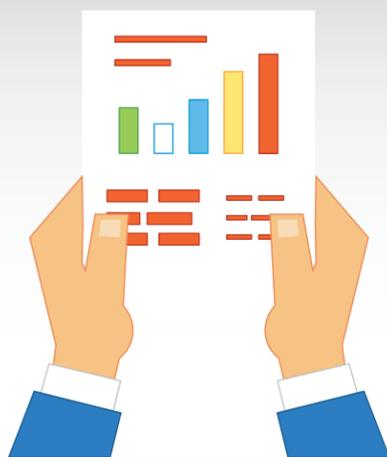
Failure to Establish Goals

Having a baseline and clearly defining the expectations and goals are critical. Failure to establish goals, success measures, and success metrics can make it impossible to measure the success of a project.



No Executive Sponsorship

Process improvement that is not supported by an executive sponsor is at risk. Many process improvement projects are initiated by IT, and other departments simply don't see the value of the change without an executive endorsement.



Underestimated Need for Change Management

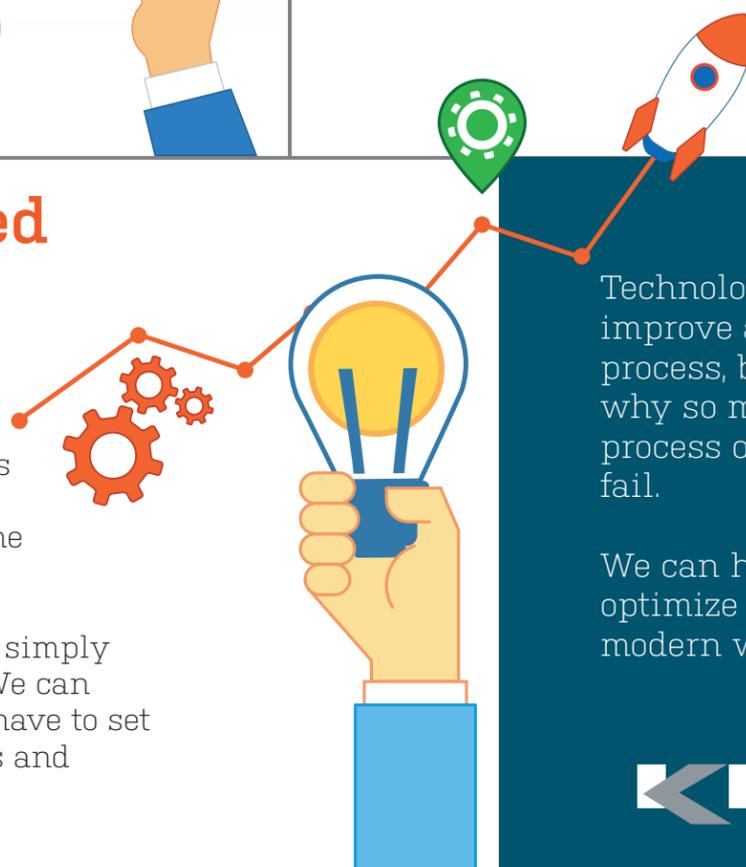
Without a change management plan, users will be slow to adopt a new process. In addition, fundamental changes to legacy processes may not be well received.

Unrealistic Expected Outcomes

"Can you take this business process from 14 days down to 3?"

Process improvement begins with taking a hard look at the current process and identifying opportunities for improvement. Sometimes we find that the goals don't align with what is possible.

Some processes are serial in nature and simply can't be re-engineered from end-to-end. We can generally deliver improvement, but we have to set a realistic outcome based on capabilities and appetite for change.



Technology can help you improve and automate a legacy process, but you can't overlook why so many automation and process optimization initiatives fail.

We can help you strategically optimize processes in the modern workplace.

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