

The dawn of smarter process management for government

The Process Pros cordially invite you to a unique Luncheon Seminar at the Hotel Rialto, Victoria, at 12:00 Noon, Thursday, February 6, 2014. Join us for a remarkable Lunch 'n' Learn experience on documenting, sharing, and implementing business rules within government!

The Process Pros have always specialized in process improvement. We believe that continuous improvement requires a holistic approach to implement sustainable results and a systematic method to document, analyze, control, and monitor critical processes.

Since the 2010 Olympics, **The Process Pros** have completed several successful projects in British Columbia for the City of Vancouver, City of Victoria, City of Coquitlam, the District of North Vancouver, Metro Vancouver, and BC Pension.

• **Smart tooling for process documentation:** **The Process Pros** will introduce **Rules 8** by Mavim – a powerful business tool that effectively and efficiently manages all business documentation. All process maps, system documentation, manuals, job descriptions, and professional guidelines are captured in one repository.

“The Process Pros presented strong metaphors for our team that could easily be extrapolated to our own work environment and process challenges in our day-to-day practice. Throughout the workshop we discovered many opportunities that challenged our traditional ways of thinking, and caused a valuable paradigm shift towards a simplified and control-focused process mindset. Besides, it was lots of fun doing The Stocking Factory team-building exercise – highly recommended!”

• **Best practices from European governments:** **The Process Pros** have applied process management successfully to manage social challenges, such as homelessness, domestic violence, and prolific offenders more effectively. A case study will be presented.

The Process Pros performed mystery visits to Dutch and BC municipalities as well. The results suggest that BC municipalities are ahead with customer service, but reducing red tape needs improvement.

• **Experience a unique process management exercise:** We invite you to enjoy **The Stocking Factory**,

a team exercise demonstrating the essence of Lean Process Improvement. You will design, implement, and improve your own lean process. The simulation brings out revealing results and guarantees fun, while it draws great insights into process improvement and team performance.



The Process Pros' **Holistic Approach & Systematic Method** will teach you:

How to Capitalize on Business Knowledge

- Model, describe, and communicate your business processes and business systems across the organization;
- Link business processes, information systems, risk management, governance, and compliance documentation into one repository.

How to Create Ownership

- Connect stakeholders by sharing information about end-to-end processes;
- Engage your team in process improvement by exciting simulations.

How to Exceed Expectations

- A 360° roadmap of your processes and systems drives continuous insights and improvements into business operations;
- Work smarter instead of harder.

Seminar Location:

Hotel Rialto
The Private Dining Room
653 Pandora Avenue
Victoria, BC V8W 1N8
Tel. (250) 383-4157

Registration: 11:30 AM – 12:00 PM

Lunch & Presentation: 12:00 – 1:30 PM

To reserve your seat at our **Process Pros Government Luncheon Seminar**, please contact

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Or, **RSVP Online** by clicking here:

Smarter Process Management.

View our Web at www.processpros.ca.