

# Business process optimization project

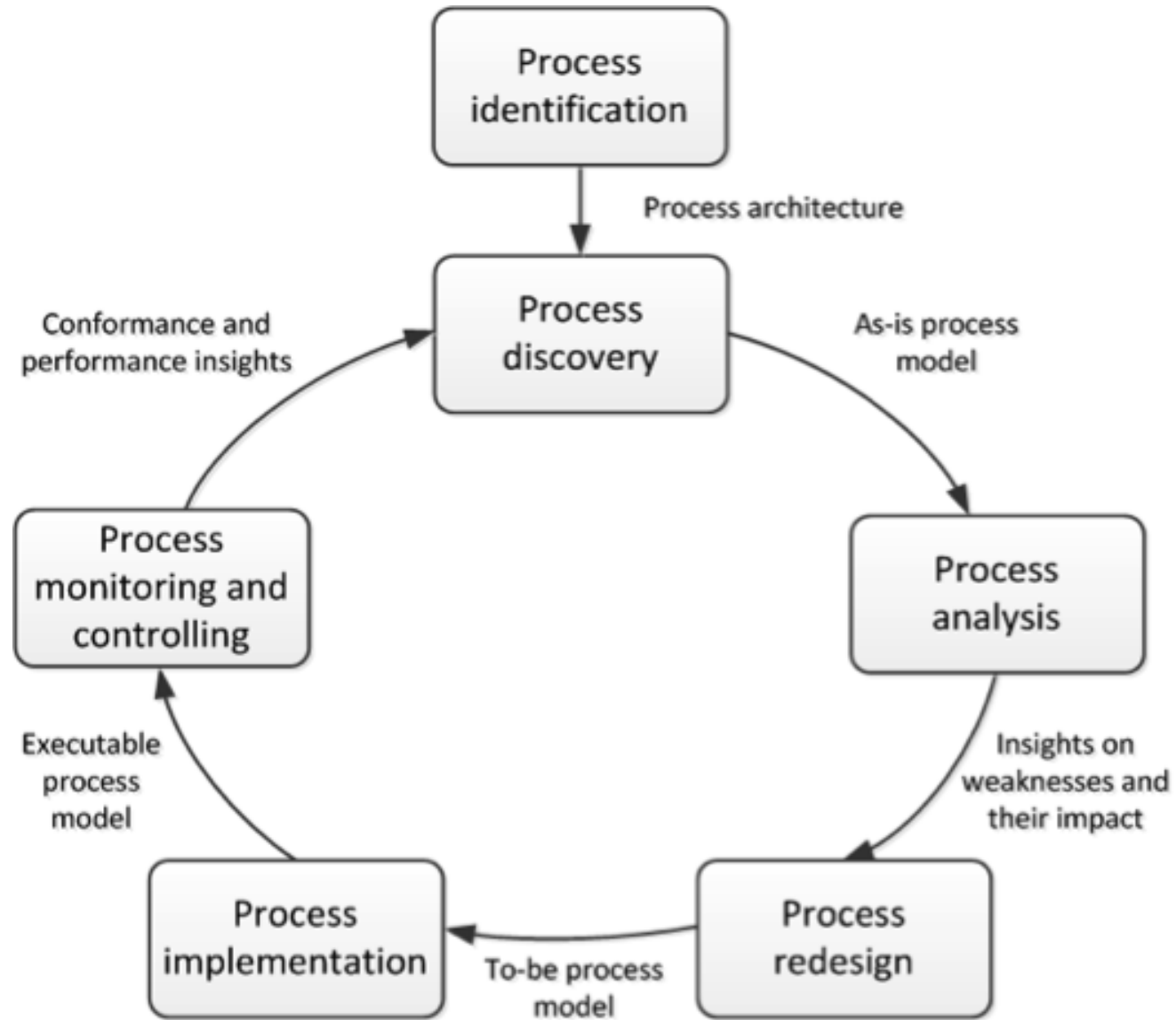
MPH\_AOPR Seminar work

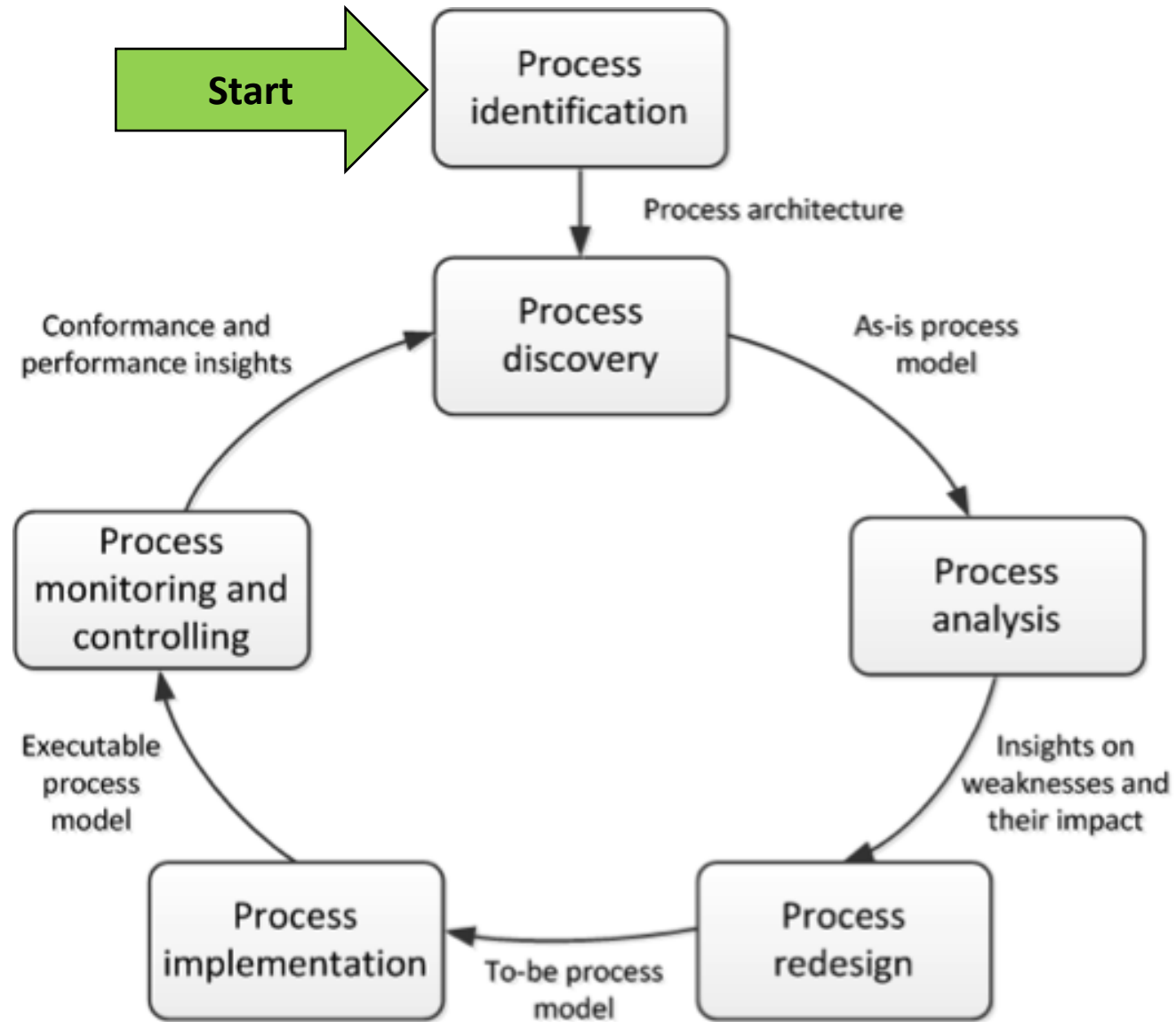
Mikhail Monashev

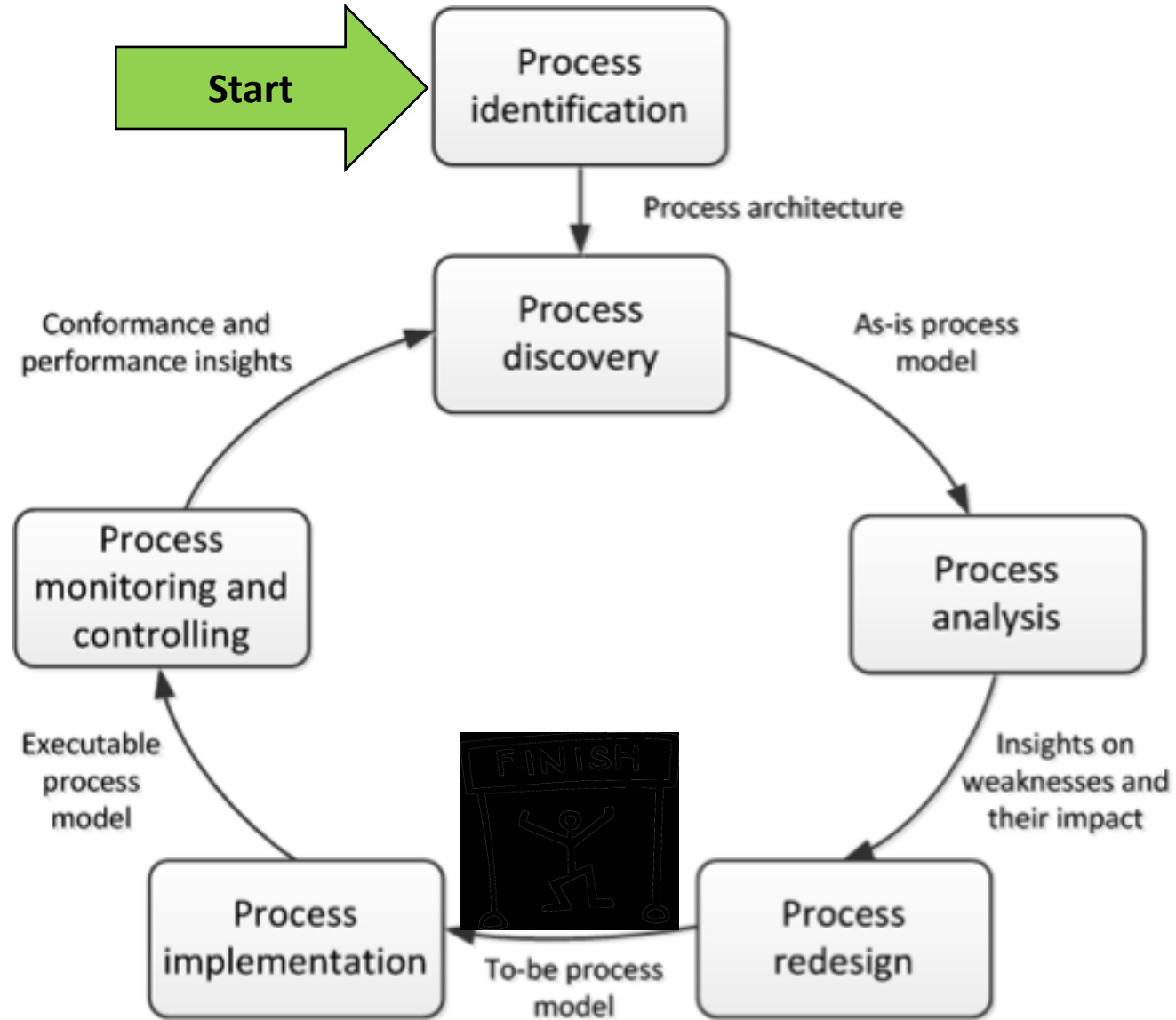
468631

# Content

- Project description
- Major risks
- List of UDEs
- Current Reality Tree
- Ishikawa Fishbone Diagram
- Pareto Lorenz Curve
- Decisions on how to improve project

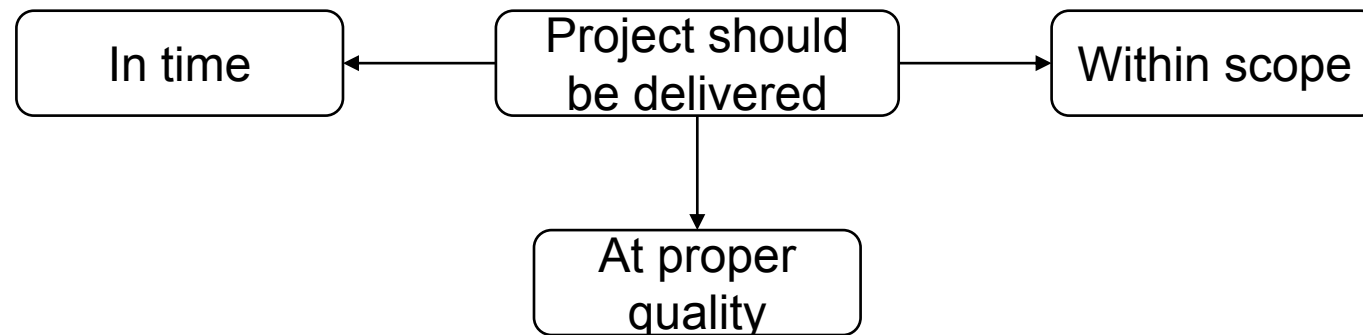
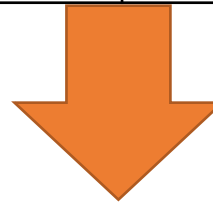




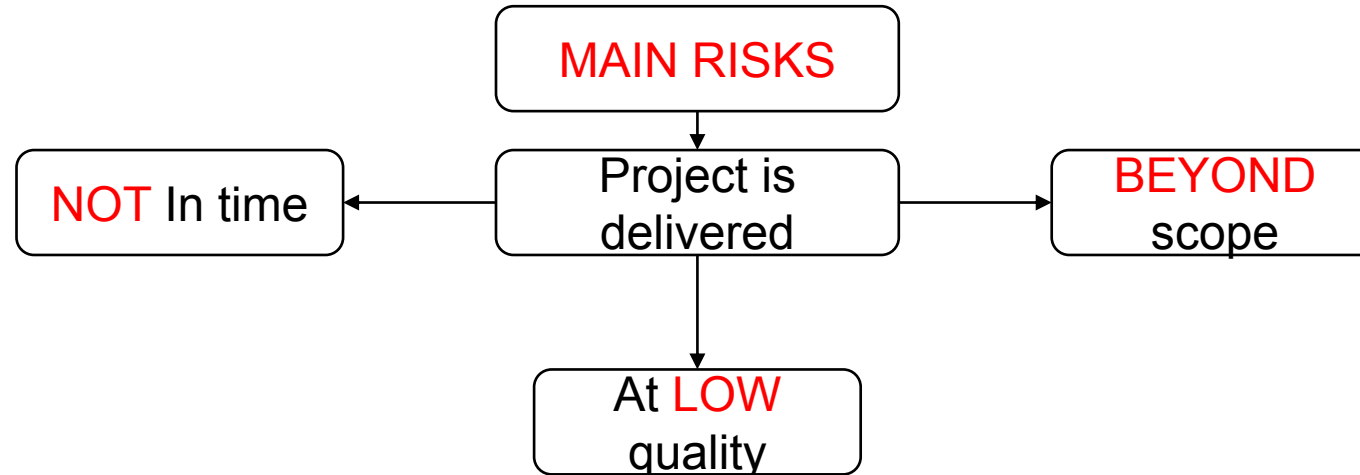
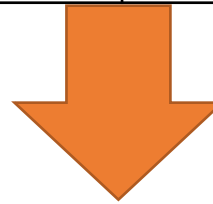


Project performance measures (PRINCE2)	Description for team project
Costs	-
Timescales	To deliver until 12.12.19
Quality	Consistency, usage of recommended methods.
Scope	From "Identification" to "Redesign"
Benefits	To get BPM competencies.

Project performance measures (PRINCE2)	Description for team project
Costs	-
Timescales	To deliver until 12.12.19
Quality	Consistency, usage of recommended methods.
Scope	From "Identification" to "Redesign"
Benefits	To get BPM competencies.

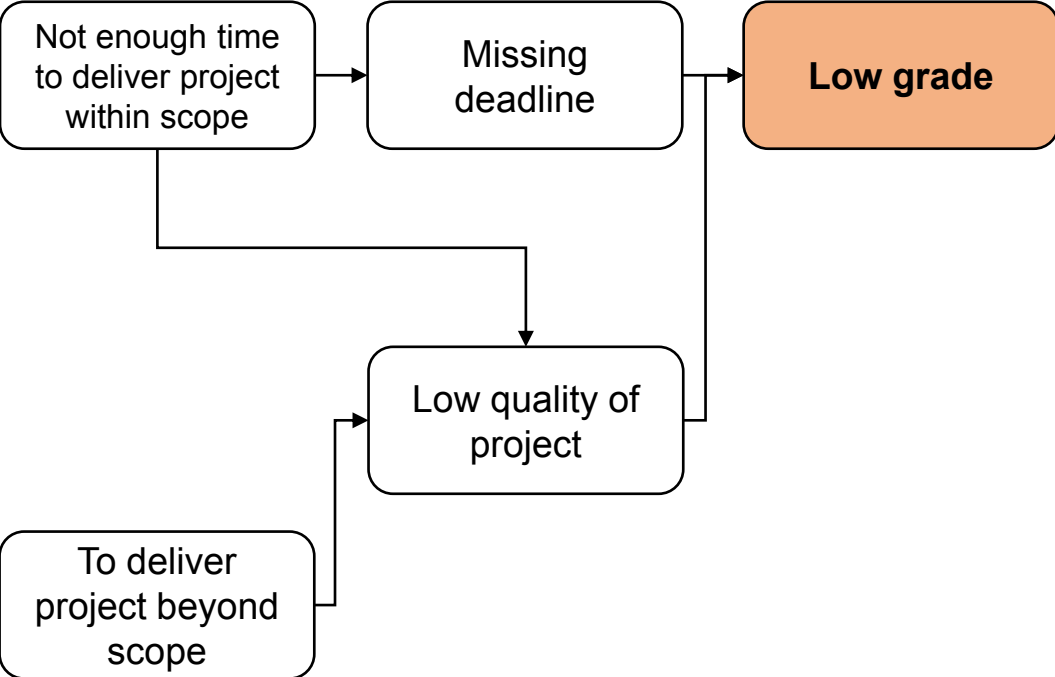


Project performance measures (PRINCE2)	Description for team project
Costs	-
Timescales	To deliver until 12.12.19
Quality	Consistency, usage of recommended methods.
Scope	From "Identification" to "Redesign"
Benefits	To get BPM competencies.

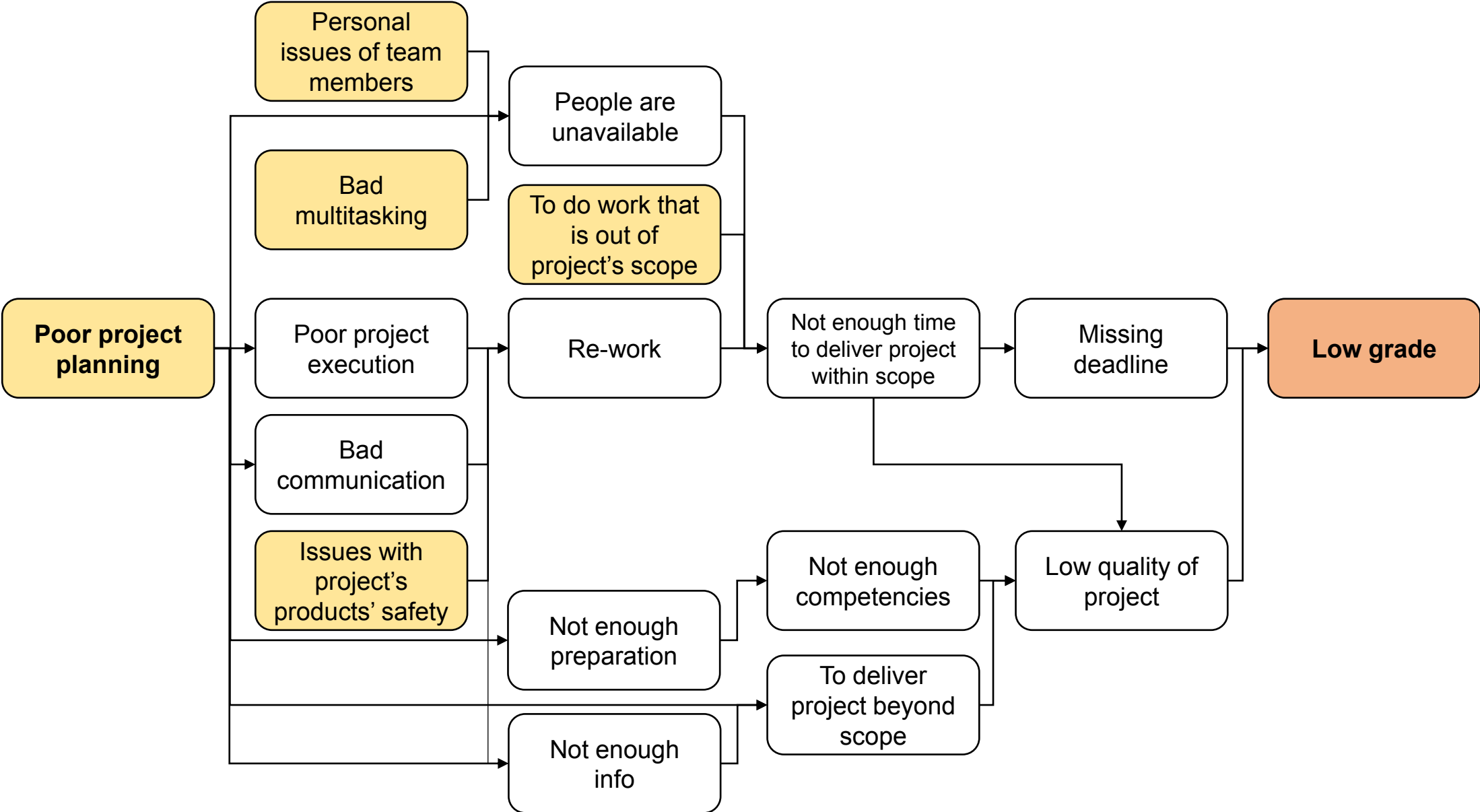




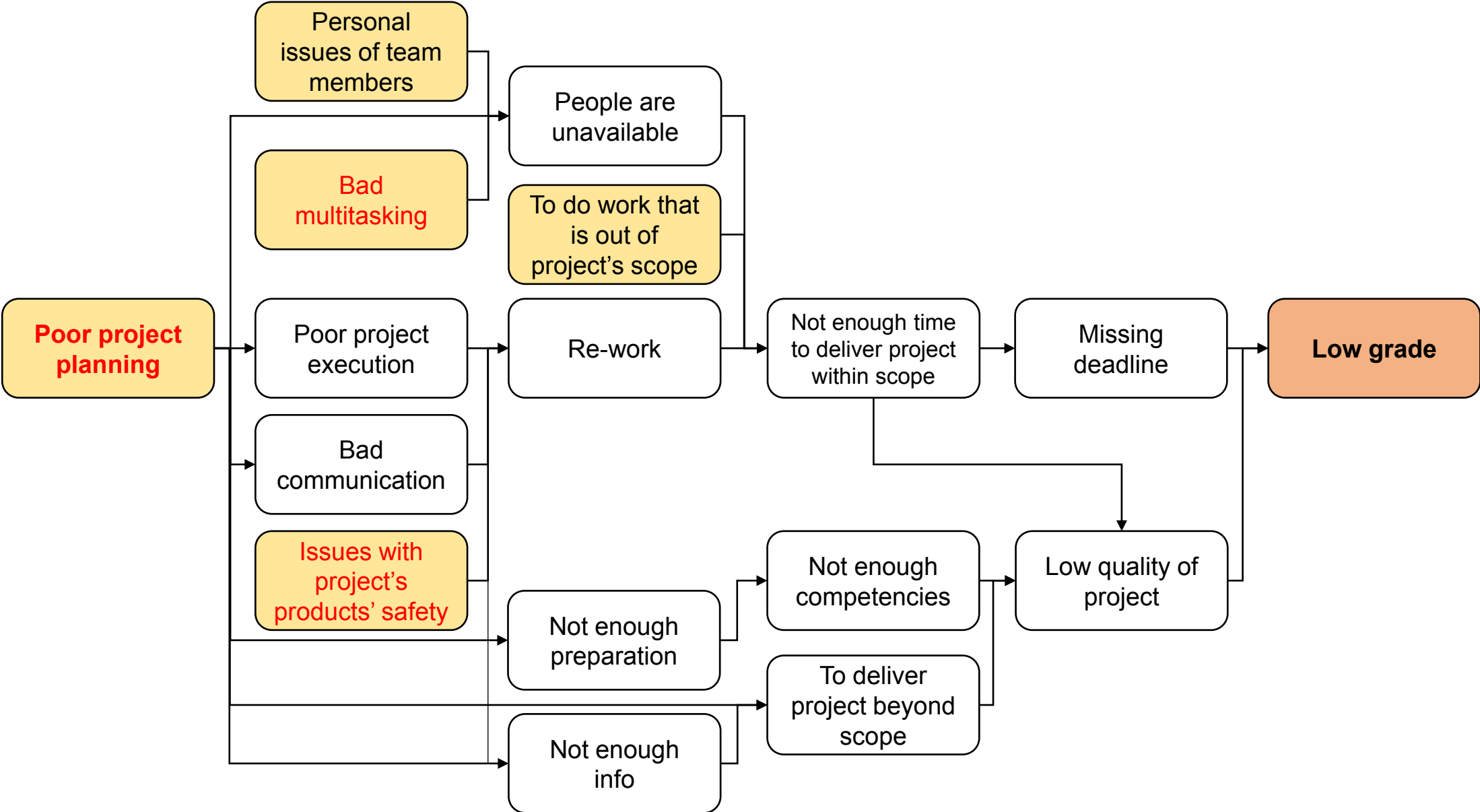
# Current Reality Tree

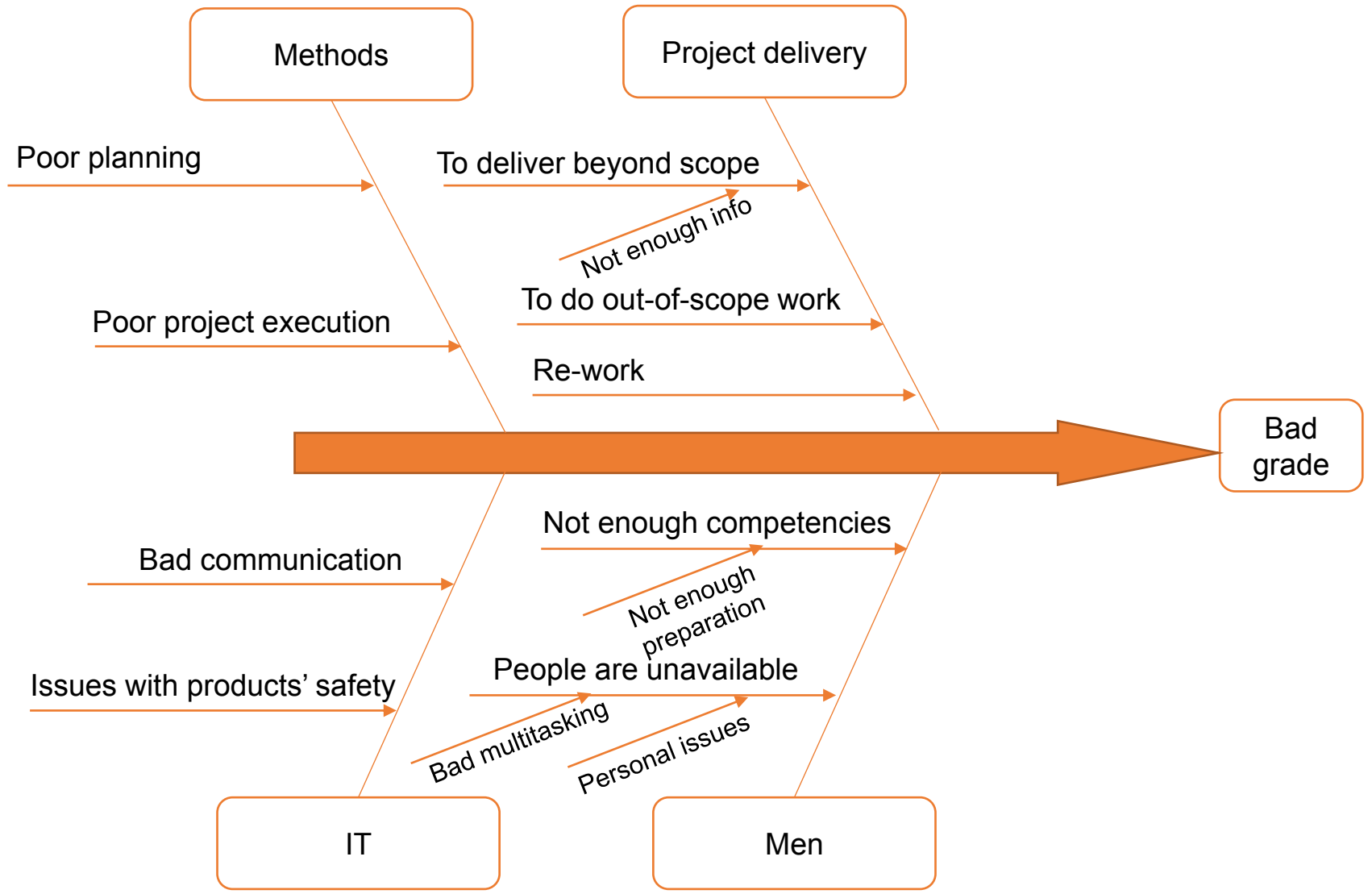


# Current Reality Tree

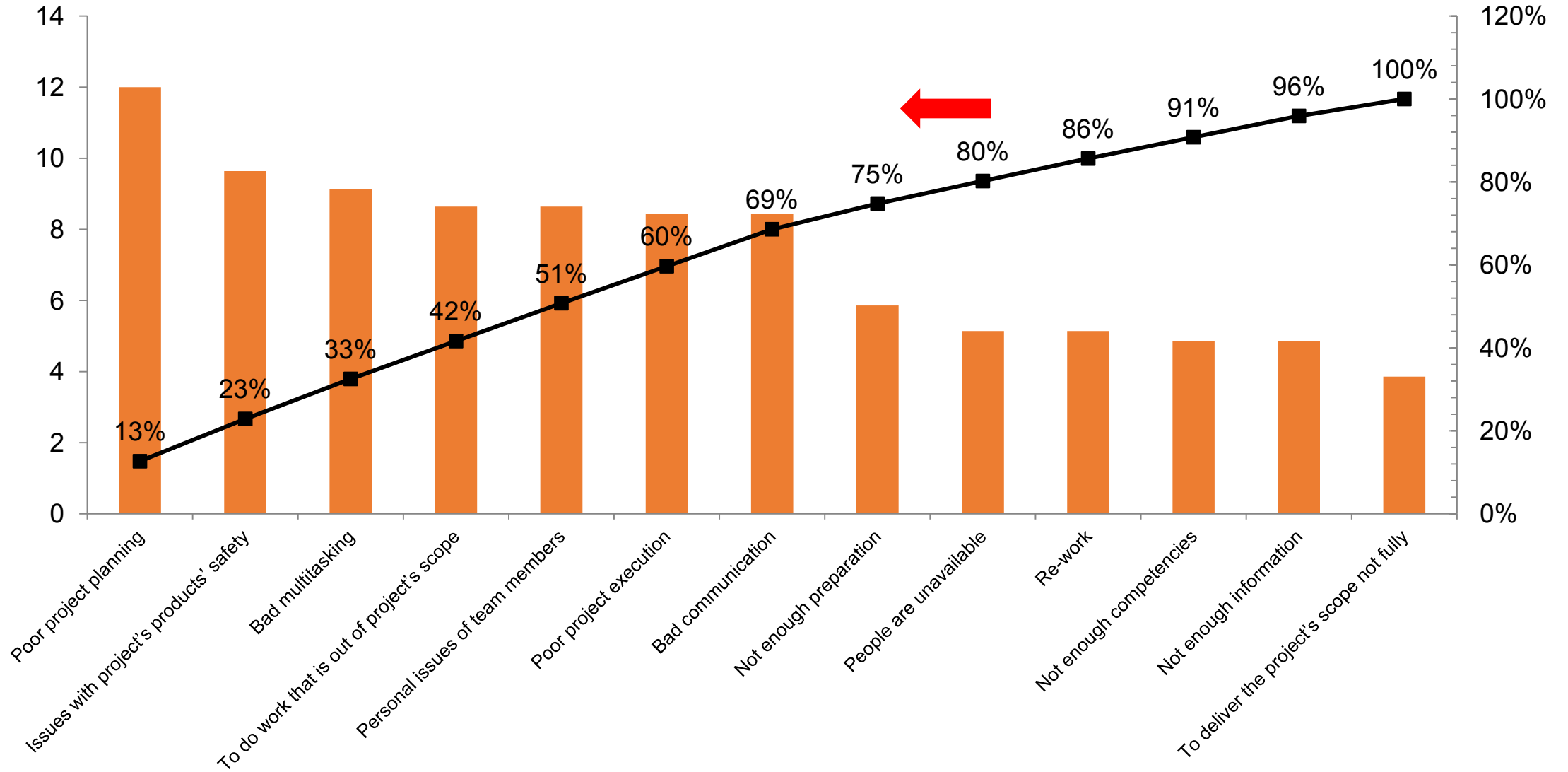


# Current Reality Tree



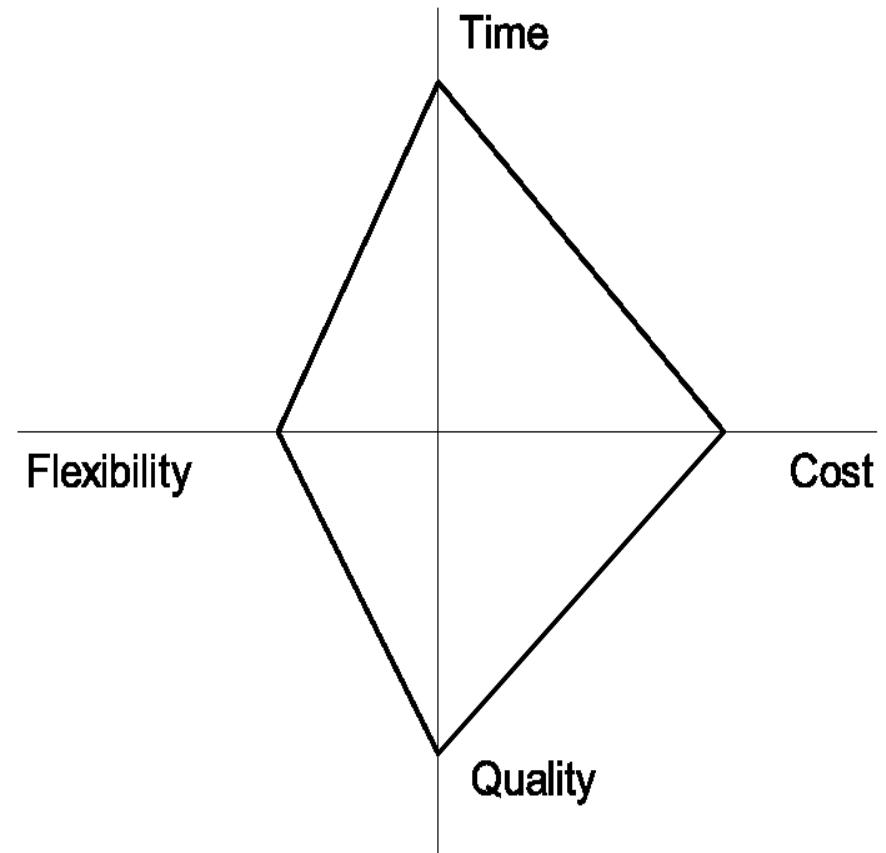


# Pareto Lorenz Curve

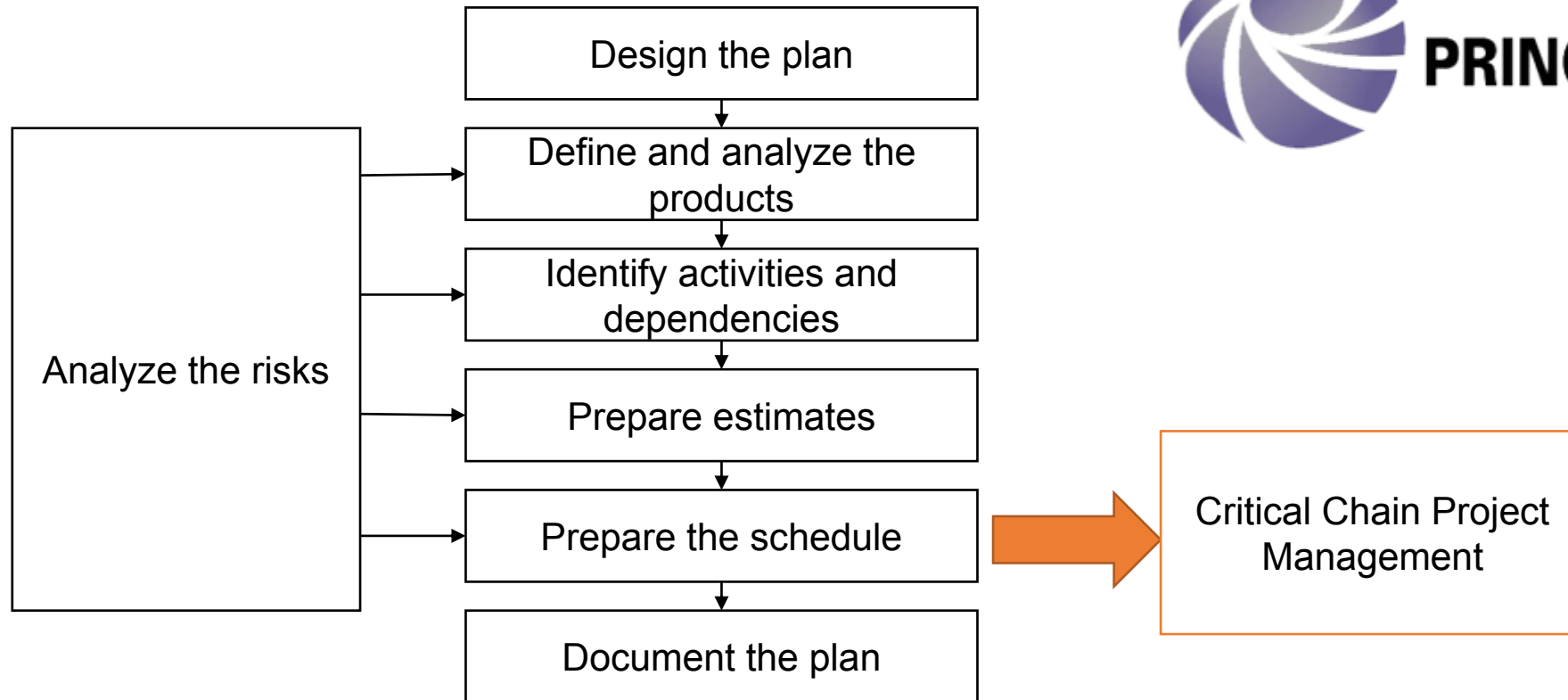


# Main causes of UDEs

1. Poor planning
2. Issues with project's products' sa
3. Bad multitasking



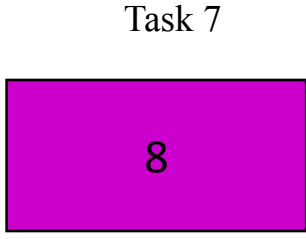
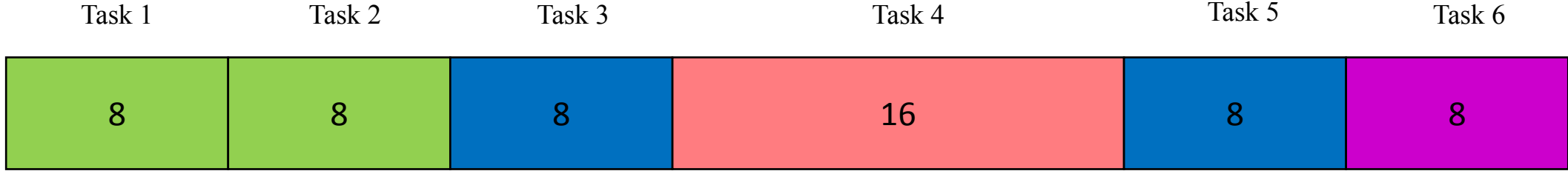
# Managing with poor planning



# Project initial schedule

No	Task	Resource	Duration	Deadline
1	Describe strategy and strategic goals	Elena Mikhail	8	08.10.2019
2	Finish process landscape model	Elena Mikhail	8	15.10.2019
3	Finish as-is models of 2 chosen processes	Mikhail Jana	8	22.10.2019
4	Analyze processes	Michaela Elena	16	06.11.2019
5	Optimize chosen process	Mikhail Jana	8	13.11.2019
6	Finish "team project.doc"	ALL	8	20.11.2019
7	Finish draft presentation	ALL	8	20.11.2019
Duration of critical chain			56	20.11.2019

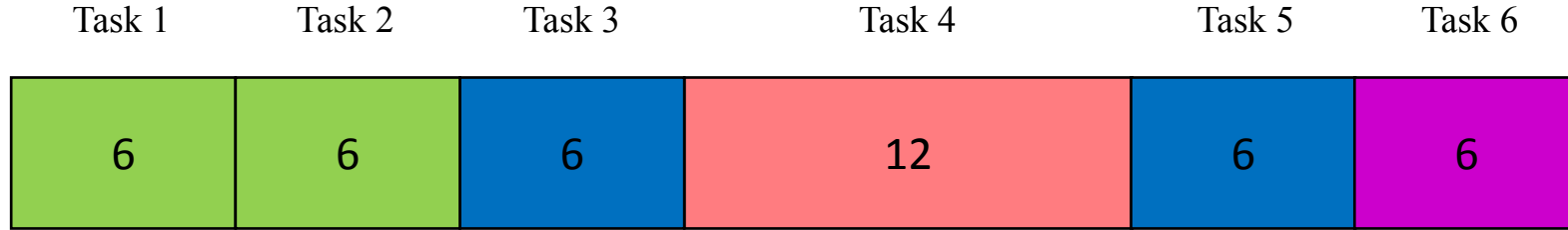




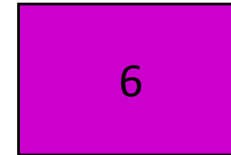
**Legend**

-  – Elena
-  – Mikhail
-  – Jana
-  – Michaela

## 2.Exploit



Task 7



### Legend

- Elena
- Mikhail
- Jana
- Michaela



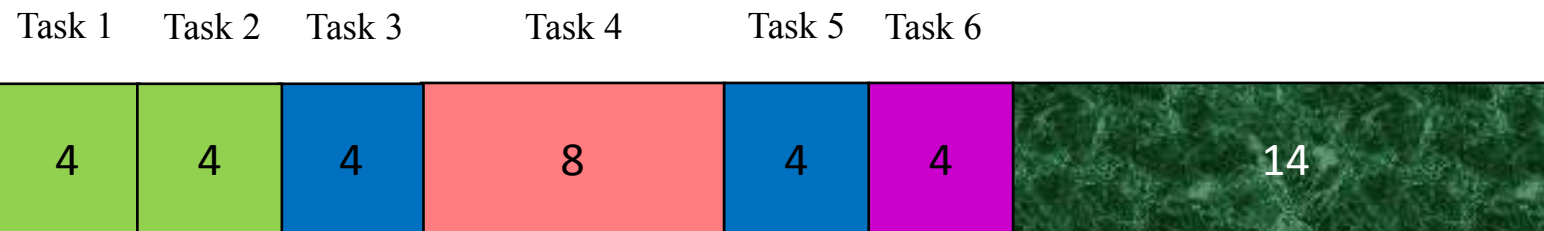
Task 7



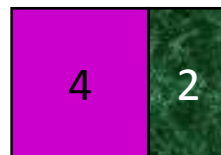
**Legend**

-  – Elena
-  – Mikhail
-  – Jana
-  – Michaela
-  – Buffer

-  – Elena
-  – Mikhail
-  – Jana
-  – Michaela



Task 7



**Legend**

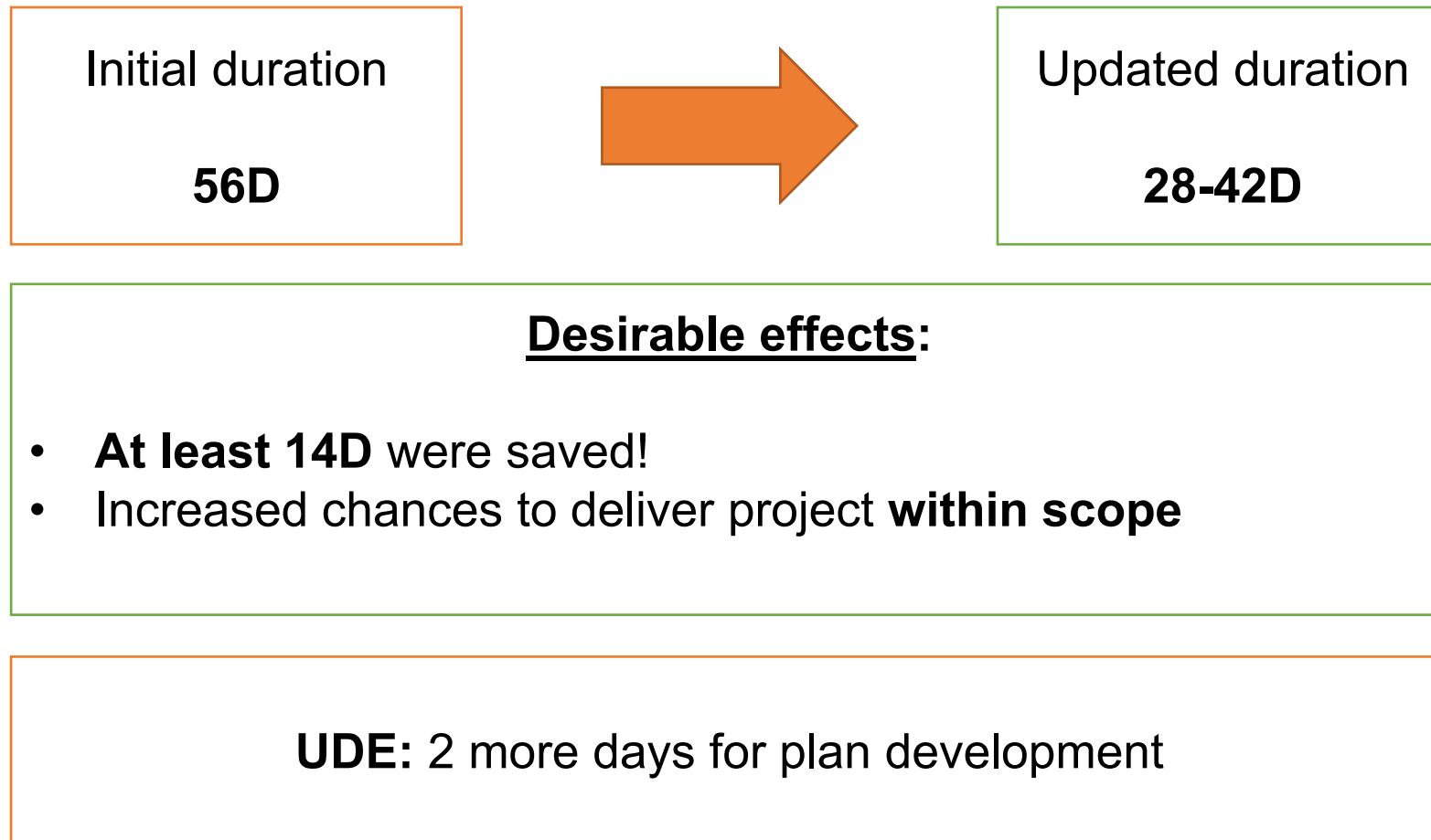
- Elena
- Mikhail
- Jana
- Michaela
- Buffer

- Elena
- Mikhail
- Jana
- Michaela

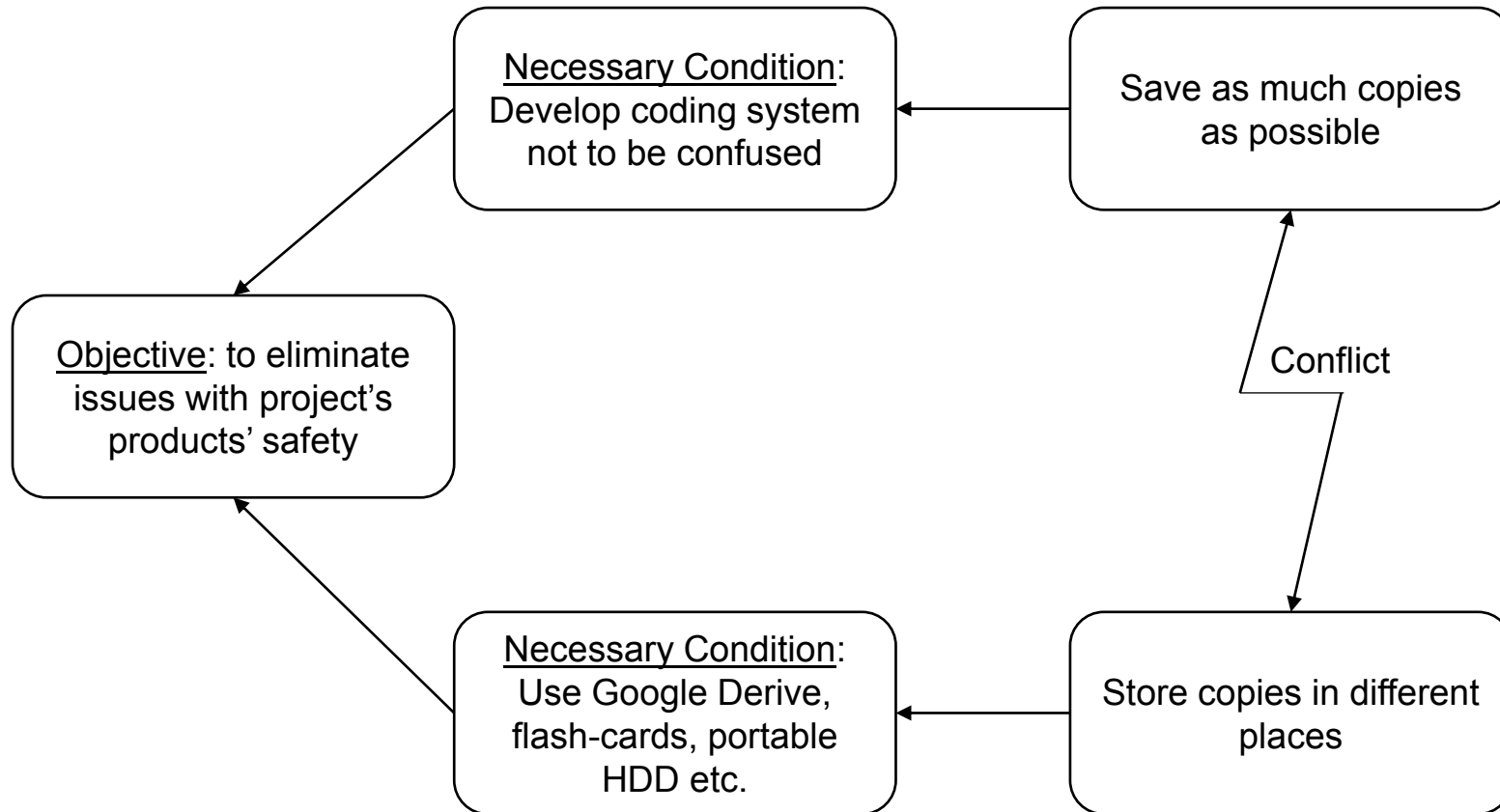
# Project updated schedule

№	Task	Resource	Duration	Deadline
1	Describe strategy and strategic goals	Elena Mikhail	4	X
2	Finish process landscape model	Elena Mikhail	4	X
3	Finish as-is models of 2 chosen processes	Mikhail Jana	4	X
4	Analyze processes	Michaela Elena	8	X
5	Optimize chosen process	Mikhail Jana	4	X
6	Finish "team project.doc"	ALL	4	X
7	Finish draft presentation	ALL	4	X
Duration of critical chain			28	29.10.2019
8	Project buffer	X	14	X
9	Feeding buffer	X	2	X
Duration of critical chain with project buffer			42	12.11.2019

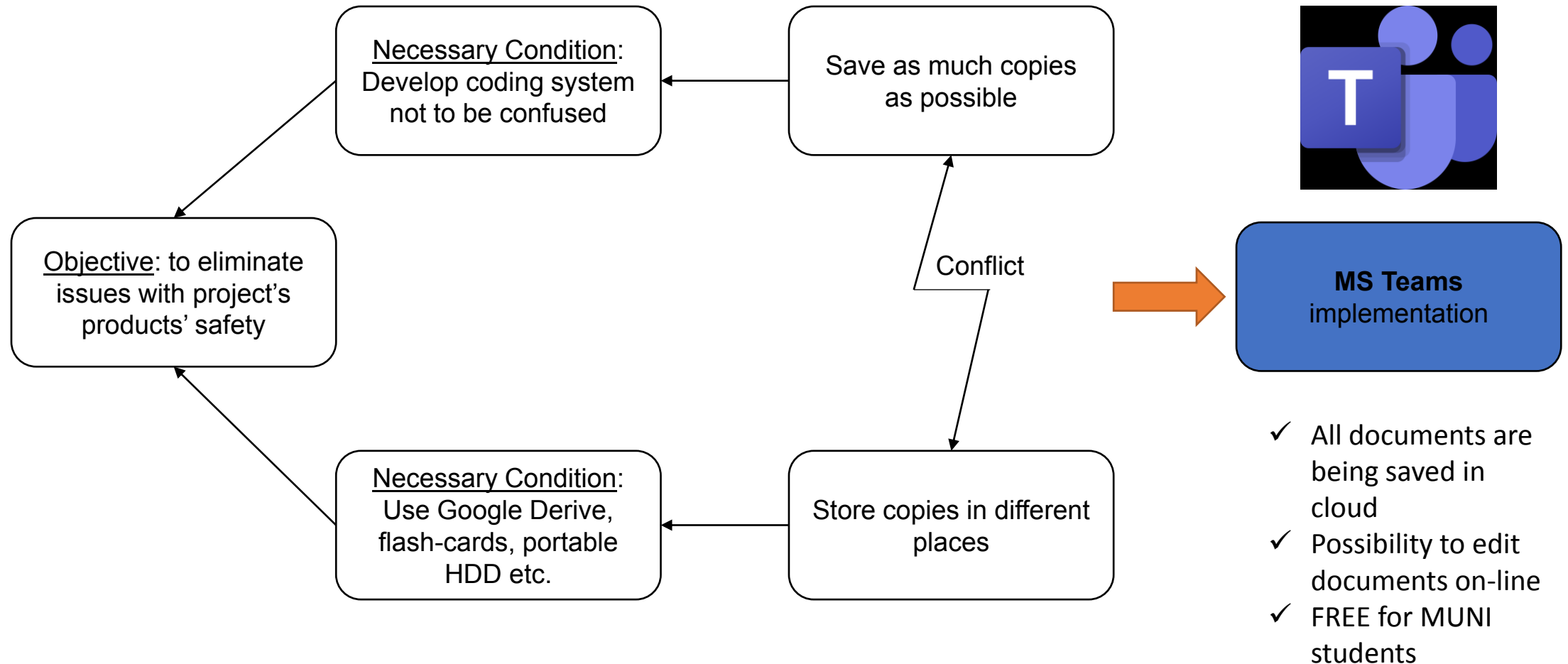
# Results of implementing PRINCE2 with CCPM



# Managing with project's products' safety Issues



# Managing with project's products' safety Issues





# Results of implementing MS Teams

## Desirable effects:

- **Better communication**
- **Almost 100% documents' safety**

**NO UDEs**

# Managing with bad multitasking

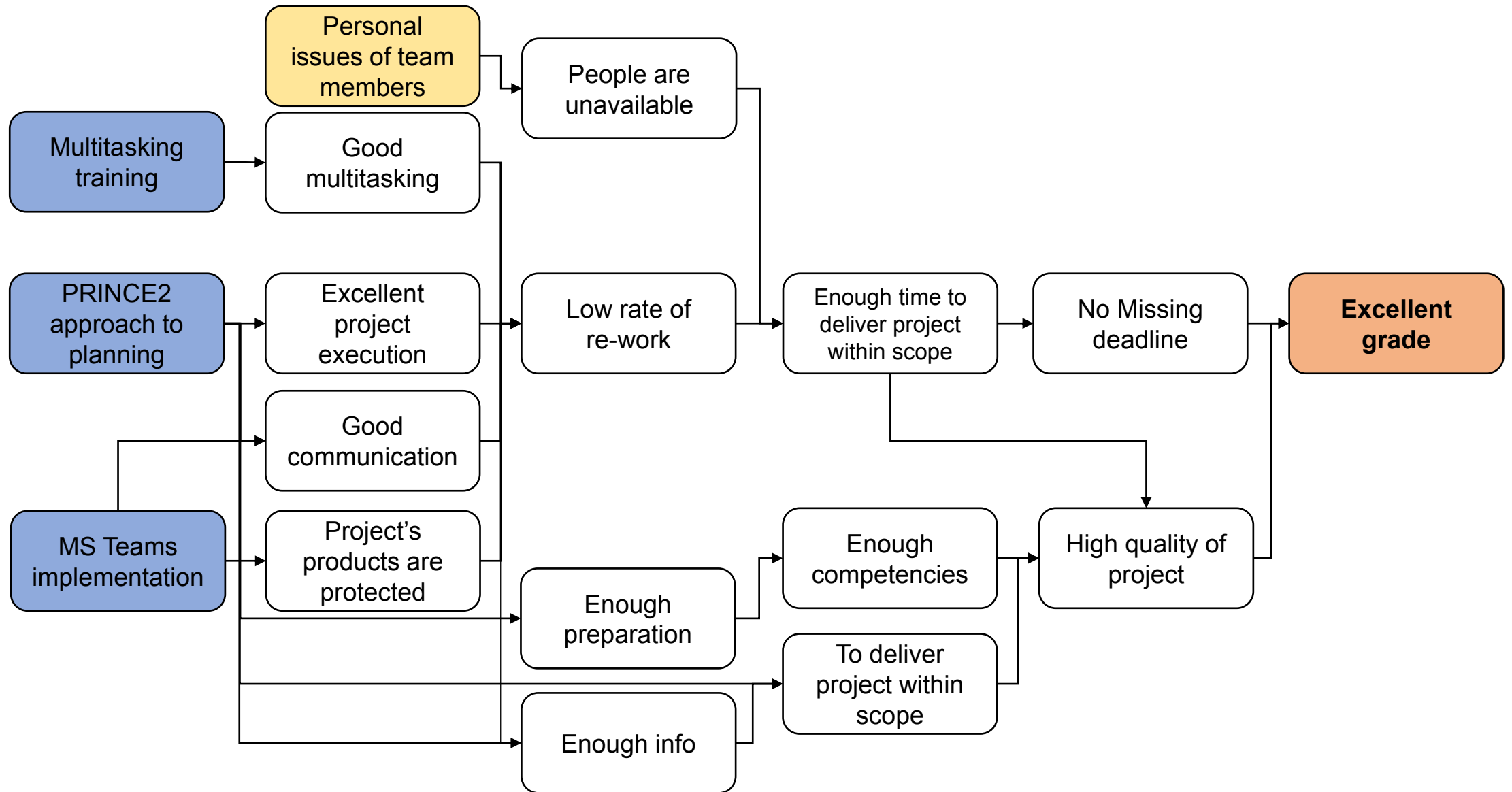


# Results of multitasking training

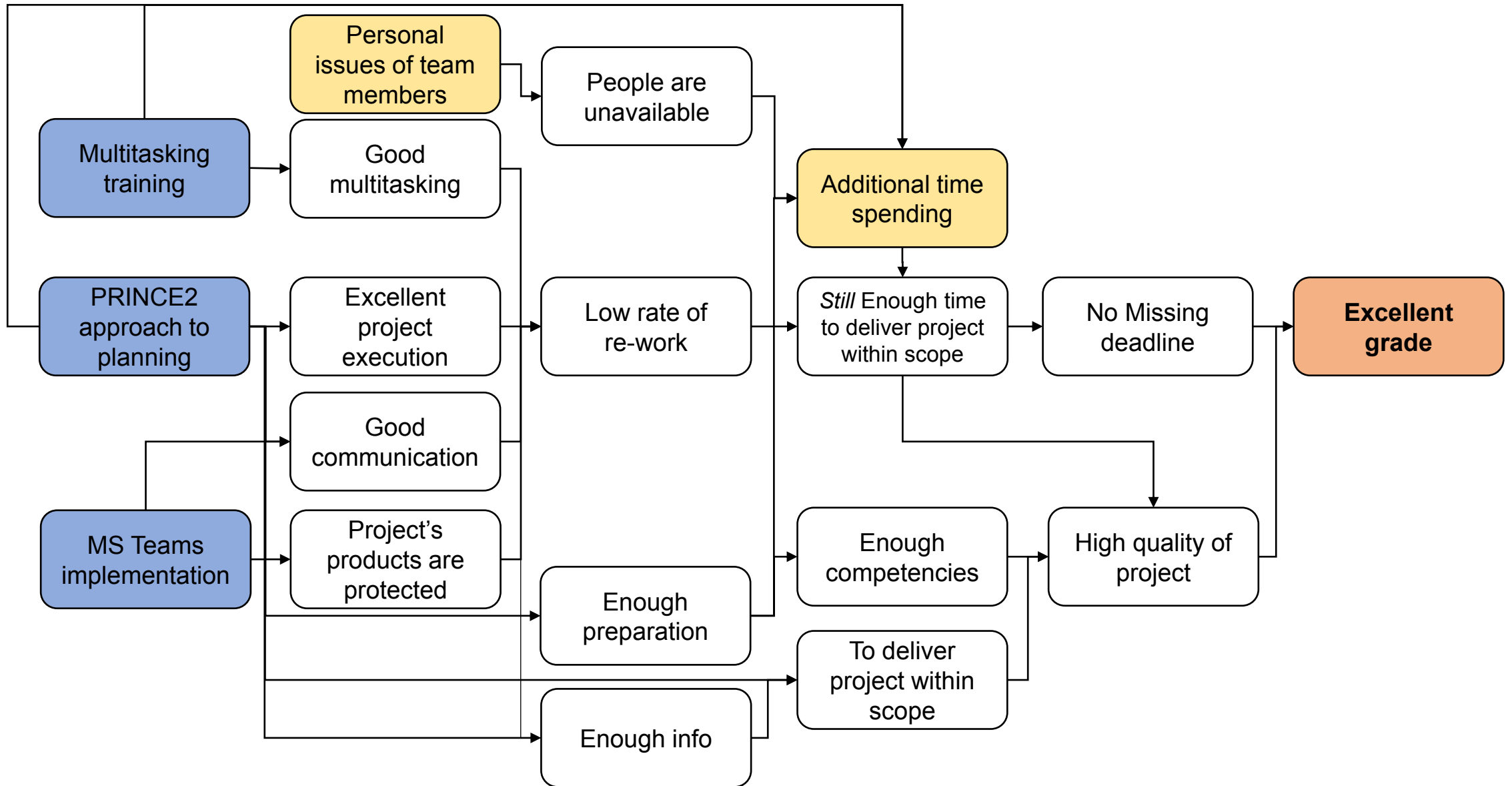
**DE: Team members' availability increases**

**UDE: additional time spending**

# Future Reality Tree



# Future Reality Tree



**Thank you for attention!**