

The Company

Organizational Structure (con'd)

Risk Assessment
Probability: Moderate
Impact: Moderate
Comment: Probability and impact moderate because of formalized inefficiencies and the over-extension of existing staff.

Recommendations for Organizational Structure

It is suggested that ABC consider using Business Process Model (BPM) to improve its business activities. It is a methodology that is increasingly applicable to all sorts of organizations including small businesses.

The focus of the improvements is typically on 'value added' actions that make the customer service and experience better and on reducing wasted time and effort.

It is further recommended as part of solidifying the organizational structure that ABC create and maintain a system by which each employee (past and present) can be tracked throughout their employment history at ABC. Exhibit 6 below identifies the headings, which should be used to maintain these personnel records.

Implementation Samples or Plan for Organizational Structure

In deploying the BPM described above, there are two main types of Business Process Models:

- the '**as is**' or baseline model (the current situation)
- and the '**to be**' model (the intended new situation)

The aim of BPM is to illustrate a complete process, enabling managers, consultants and staff to improve the flow and to streamline the process. The outcomes of a business process modeling project are essentially increased profits which comes from:

- added value to the customer, and