

Transition – Part II

“This is amazing!” Peter said, after he completed the process on his notebook. “Seriously, this is exactly what we need!”

“It’s good to see that you are also convinced by the S-BPM concept,” John answered.

Peter replied, “I do admit that I didn’t fully grasp the concept of it. But the results speak for themselves!”

Although they tried to explain the concept to him again, the problem was he had missed the introduction the consultants gave at the very beginning as well as scenario 1. “Don’t worry, we will give you all the details about S-BPM later,” John told him.

“Well, Bob, it’s nice to see that they already have such a good understanding of S-BPM,” Al said.

“That’s true,” Bob replied, “But you know, there is always room for improvement.”

“Improvement?” Norma asked. “What improvements?”

“Before we speak about improvements, I would like to talk a bit about your expectations,” Al stated. “You brought us here because of a problem that arose when something occurred that was not covered by any of your processes. Together we have now modeled two processes which can help you in this matter. Does this solve your problem? Did we meet your expectations?”

John was the first to answer. “For myself I can say that you exceeded all of my expectations. Seriously, we are here, modeling on the first day, and already have two working solutions!”

Norma also took the chance to answer: “I am also impressed. I came here with no expectations, therefore it wasn’t hard for you to fulfill them – but I really came to like the S-BPM concept.”

Peter also answered: “As I already said, I didn’t fully understand how it works. But I like the outcome.”

“I also like what we were able to accomplish in such a short period of time,” John added.

“Yes, we took a bit longer than expected – and we have reached the end of the working day,” Bob said. “I would suggest that we leave it for today, and tomorrow we can meet again for to make some improvements.”

“Improvements?” John asked. “But we created two perfectly working processes! What do you want to improve?”

“Oh, just for a start ... As you already said: you have TWO processes. How about we make it one?”

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