

VAN STRATEGIE

NAAR UITVOERING

Mavim en de Business Process Catalog

mavim
change it

INTRODUCTIE



Lennard van Leuven
Value Engineer

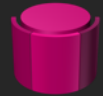


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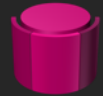


<https://www.linkedin.com/in/lennardvanleuven/>

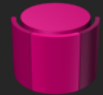
AGENDA



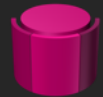
Processen vs Organisatie



Van strategie naar uitvoering

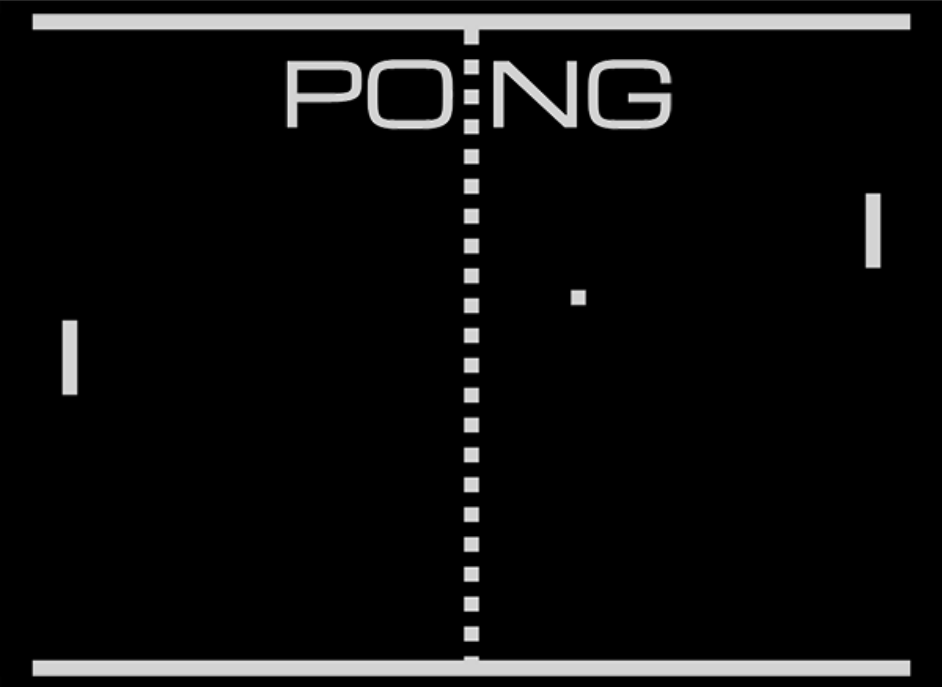


De Microsoft Business Process Catalog



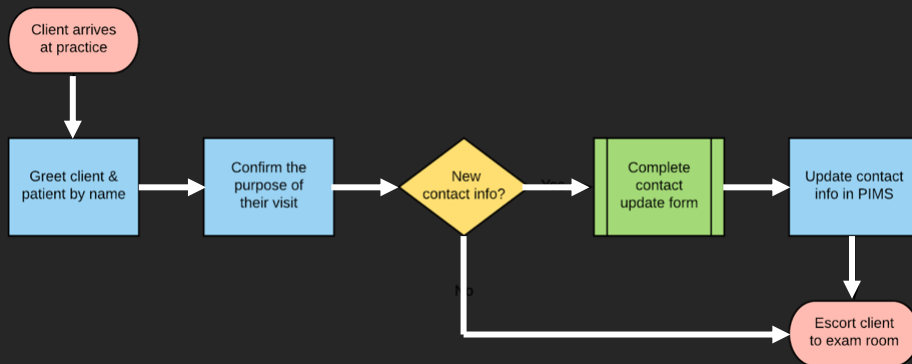
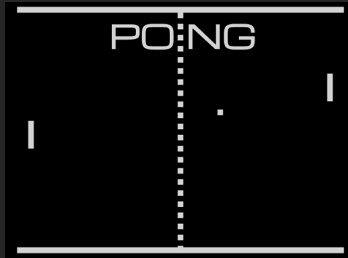
DEMO

PROCESSEN VS ORGANISATIE

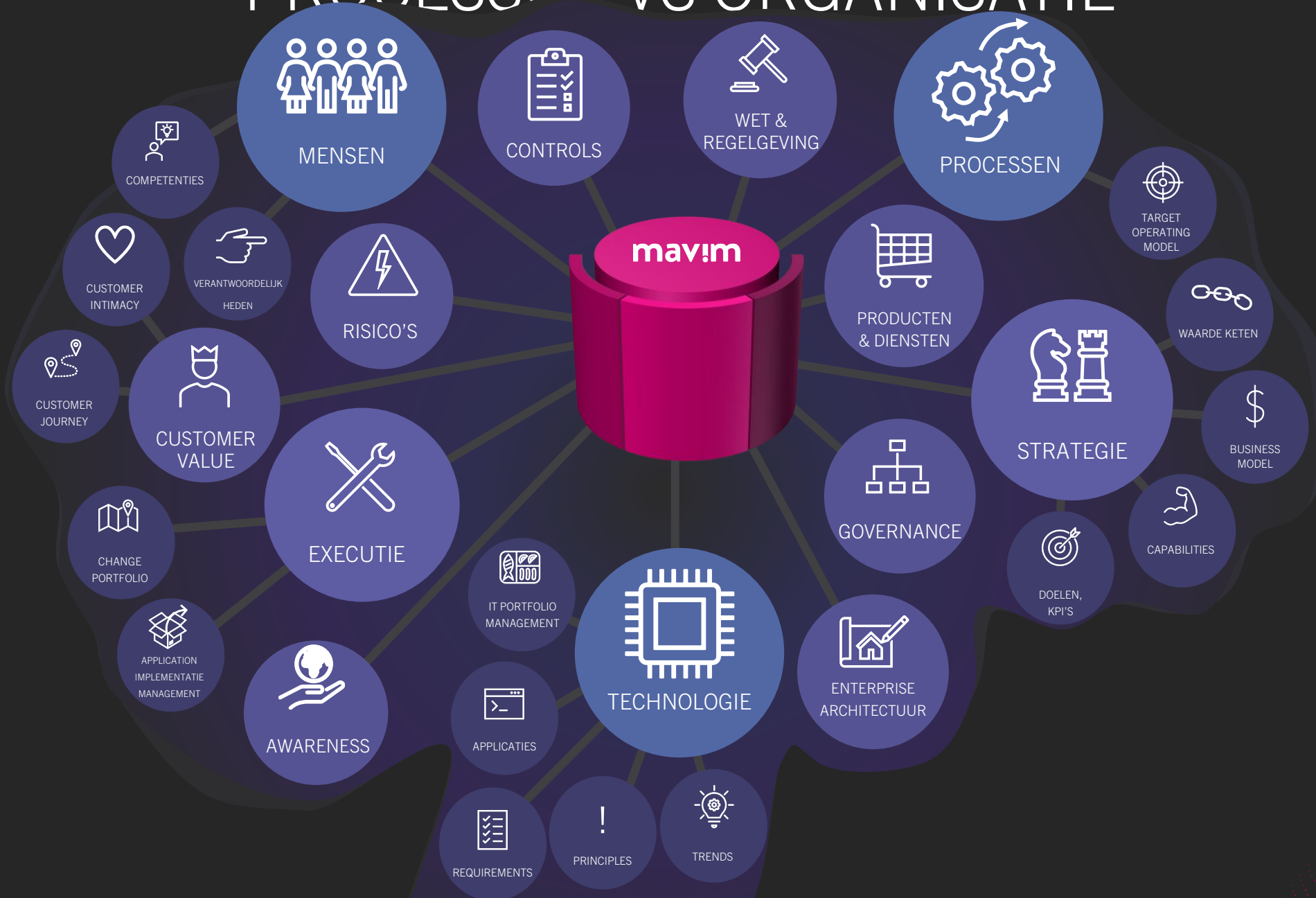


PROCESSEN VS ORGANISATIE

o o o ● o o o



PROCESSEN VS ORGANISATIE



WAT IS: “VAN STRATEGIE NAAR UITVOERING”

o o o ● o o o



Strategie beschrijven en communiceren



Vertalen in concrete doelen & doelstellingen



Meetbaar maken in KPI's



Uitvoeren in programma's & projecten



Gerelateerd aan de processen van de organisatie



Gekoppeld aan de IT systemen



Rekening houdend met de governance van de organisatie

WAAROM: “VAN STRATEGIE NAAR UITVOERING”



Zichtbaarheid &
Context

Inzicht in innovatie

Uitvoerbaarheid van
de strategie

Vergroten van
transformatie succes



VAN STRATEGIE NAAR UITVOERING



Strategie beschrijven



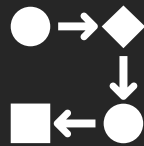
Vertalen in concrete doelen & doelstellingen



Meetbaar maken in KPI's



Uitvoeren in programma's & projecten



Gerelateerd aan de processen van de organisatie



Gekoppeld aan de IT systemen



Rekening houdend met de governance van de organisatie



Strategie beschrijven



Strategie:

"Optimaliseren van operationele processen om kosten te verlagen en prestaties te verbeteren, tegelijkertijd investeren in klanttevredenheid, innovatie en de ontwikkeling van onze medewerkers"



Vertalen in concrete doelen & doelstellingen



1.
**Operationele
efficiëntie
verbeteren**

2.
**Klanttevredenheid
verhogen**

3.
**Innovatie
bevorderen**

4.
**Medewerkers-
betrokkenheid &
ontwikkeling**



Meetbaar maken in KPI's



Operationele efficiëntie verbeteren

KPI ID	KPI	YTD	Target Q1	Status.Q1	Target Q2	Status.Q2	Target Q3	Status.Q3	target Year	Progress.Year	Link
OEV01	Kosten per eenheid productie (EUR)	6,300.00	3,200.00	196.88%	2,900.00	217.24%	2,700.00	233.33%	2,500.00	252.00%	🔗
OEV04	Productiviteit per medewerker (Score)	88.00	90.00	97.78%	90.00	97.78%	90.00	97.78%	90.00	97.78%	🔗
OEV02	Doorlooptijd (Dagen)	120.00	30.00	400.00%	28.00	428.57%	26.00	461.54%	24.00	500.00%	🔗
OEV03	Foutpercentages of defecten (%)	75.00	20.00	375.00%	17.00	441.18%	14.00	535.71%	12.00	625.00%	🔗

Klanttevredenheid verhogen

KPI ID	KPI	YTD	Target Q1	Status.Q1	Target Q2	Status.Q2	Target Q3	Status.Q3	target Year	Progress.Year	Link
KV01	Net Promoter Score (NPS) (Score)	72.00	50.00	144.00%	60.00	120.00%	70.00	102.86%	80.00	90.00%	🔗
KV02	Customer Satisfaction Score (CSAT) (score)	4.10	4.50	91.11%	4.50	91.11%	4.50	91.11%	4.50	91.11%	🔗
KV03	Klantretentie (%)	82.00	70.00	117.14%	75.00	109.33%	80.00	102.50%	85.00	96.47%	🔗
KV04	Aantal klachten of tickets (Aantal)	350.00	100.00	350.00%	200.00	175.00%	300.00	116.67%	400.00	87.50%	🔗

Innovatie bevorderen

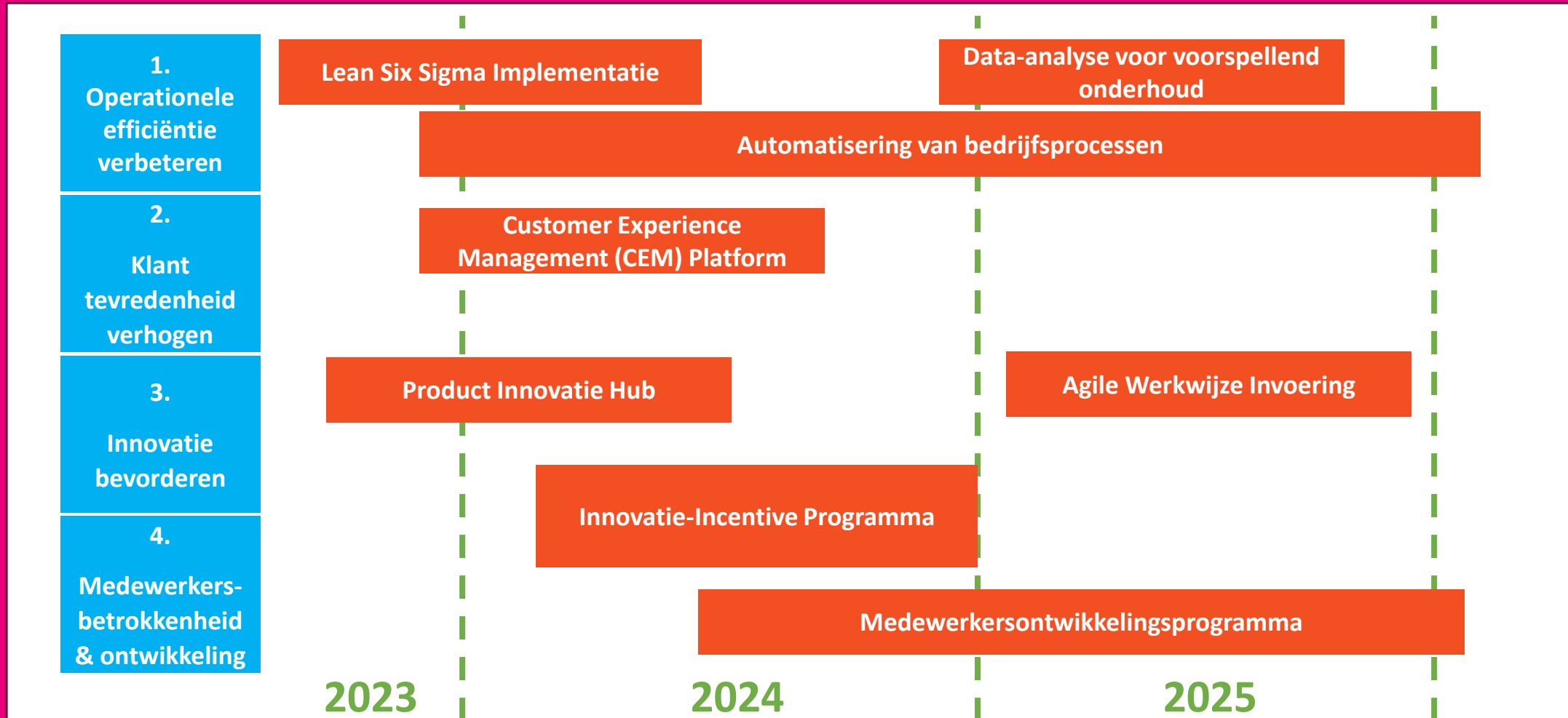
KPI ID	KPI	YTD	Target Q1	Status.Q1	Target Q2	Status.Q2	Target Q3	Status.Q3	target Year	Status Year
IB04	Time to market (Dagen)	173.00	200.00	86.50%	180.00	96.11%	160.00	108.13%	140.00	123.57%
IB02	R&D-uitgaven als percentage van de omzet (%)	13.00	12.00	108.33%	12.00	108.33%	12.00	108.33%	12.00	108.33%
IB01	Aantal nieuwe producten/diensten gelanceerd (Aantal)	7.00	5.00	140.00%	10.00	70.00%	15.00	46.67%	20.00	35.00%
IB03	Aantal gepatenteerde innovaties (Aantal)	17.00	0.00	Infinity	15.00	113.33%	25.00	68.00%	30.00	56.67%

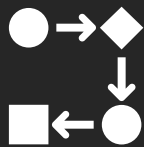
Medewerkersbetrokkenheid en -ontwikkeling

KPI ID	KPI	YTD	Target Q1	Status.Q1	Target Q2	Status.Q2	Target Q3	Status.Q3	target Year	Progress.Year	Link
MBO01	Medewerkerstevredenheid (Score)	4.60	4.00	115.00%	4.20	109.52%	4.50	102.22%	4.70	97.87%	🔗
MBO02	Verlooppercentage (%)	2.80	4.00	70.00%	3.00	93.33%	2.00	140.00%	2.00	140.00%	🔗
MBO03	Training en ontwikkeling (Dagen)	1,100.00	400.00	275.00%	400.00	275.00%	400.00	275.00%	1,600.00	68.75%	🔗



Uitvoeren in programma's & projecten





Gerelateerd aan de processen van de organisatie

Learn Discover Product documentation Development languages Topics

Dynamics 365 Release plans Support Regional availability Troubleshooting Resources

Get Dynamics 365 Free trial

Filter by title

- End-to-end business processes
 - Business process documentation
 - Get started
 - Introduction
 - About the business process guide
 - Glossary of terms
 - Business processes, steps, and how to find things
 - Process-focused solution overview
 - Opportunity for optimization
 - Process-centric implementation lifecycle
 - Considerations
 - Fit-to-standard and Fit-gap analysis
 - Define your requirements
 - Process maturity overview
 - Standardize business processes during an implementation
 - Import the catalog to Azure DevOps
 - Import the catalog to Mavim**
 - Business processes for the manufacturing industry
 - Acquire to dispose
 - Case to resolution

... / End-to-end business processes / Get started /

Import the business process catalog in Mavim using a Power Automate flow

Article • 05/14/2024 • 2 contributors

Feedback

In this article

- Support in all phases of the Success-by-Design methodology
- Before you import
- Importing the business process catalog in Mavim
- Update the business process catalog in Mavim
- Show 2 more

This article describes how to use Microsoft's business process catalog in the platform Mavim, an independent software vendor. Find the Mavim solution in the [Azure Marketplace](#).

The business process catalog defines workflows, protocols, and procedures as a base line for process-driven Dynamics 365 implementations. However, capturing and managing such a vast array of business processes manually often leads to issues. Such issues might include inefficiencies, inconsistencies, and difficulties in maintaining alignment with organizational goals and standards. Traditional methods often lack integration, version control, and collaboration capabilities. Keeping documentation up to date and accessible to relevant stakeholders is challenging as a result.

Additional resources

Training

Learning path
[Automate a business process using Power Automate - Training](#)

This learning path introduces you to Power Automate, teaches you how to build workflows, and how to administer flows.

Certification
[Microsoft Certified: Power Platform Fundamentals - Certifications](#)

Demonstrate the business value and product capabilities of Microsoft Power Platform, such as Power Apps, data connections with Dataverse,...

Documentation

[About the business process catalog for Dynamics 365 apps - Dynamics 365](#)

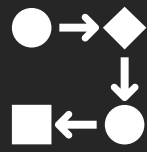
Learn about the business process catalog for Dynamics 365, what it is, and how to navigate and learn from the catalog.

[Import the business process catalog into Azure DevOps - Dynamics 365](#)

Read how you can use Microsoft's business process catalog to build an implementation project in Azure DevOps.

[Overview of end-to-end business processes in](#)

Modeling



Gerelateerd aan de processen van de organisatie





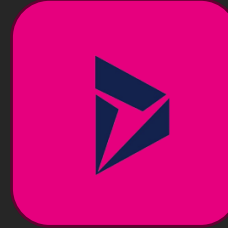
Gekoppeld aan de IT systemen



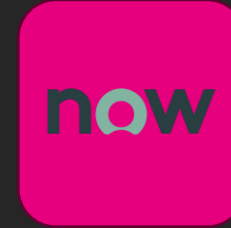
Workday



Salesforce



Dynamics CRM



ServiceNow



Office



Dynamics



Jira



Azure



SurveyMonkey



Monday



Wordpress



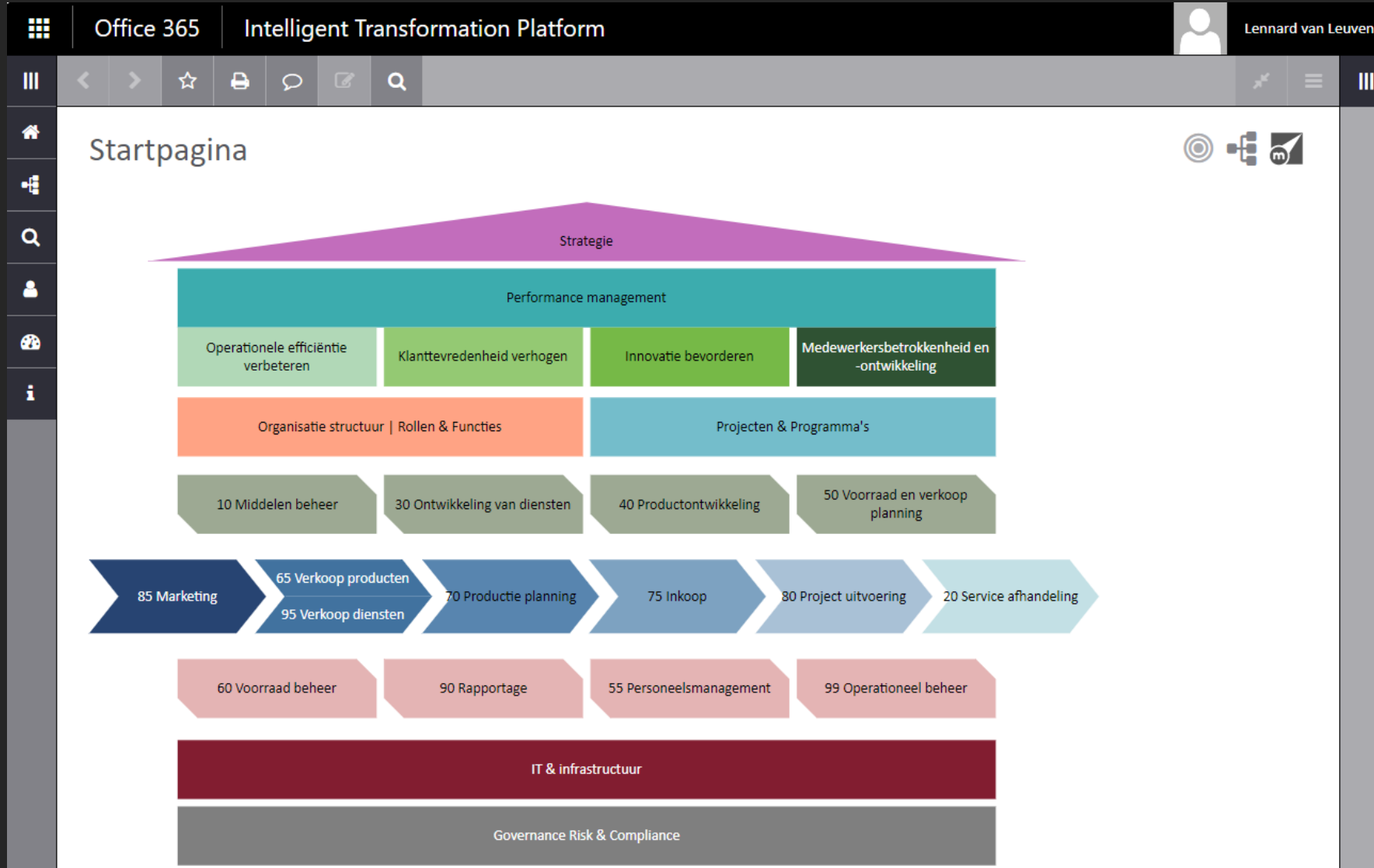
Rekening houdend met de governance van de organisatie

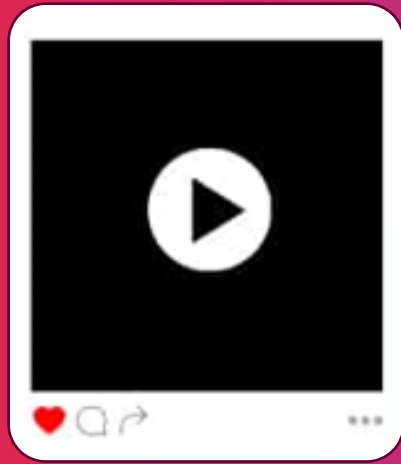


Governance, Risk Management, and Compliance



STRATEGIE NAAR UITVOERING IN MAVIM





DEMO

VRAGEN

