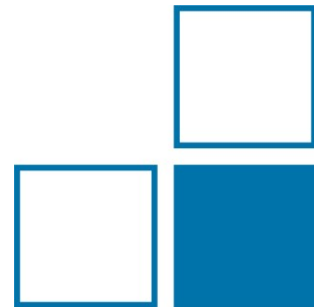


Process Modelling for Digital Transformation

Basics and Prerequisites

Catharina Kulka-Peschke



1. Why do I need Process Management?

- PM as Tool of Digital Transformation

2. Fundamentals of PM

- Action steps
- Prerequisites
- Challenges and Opportunities

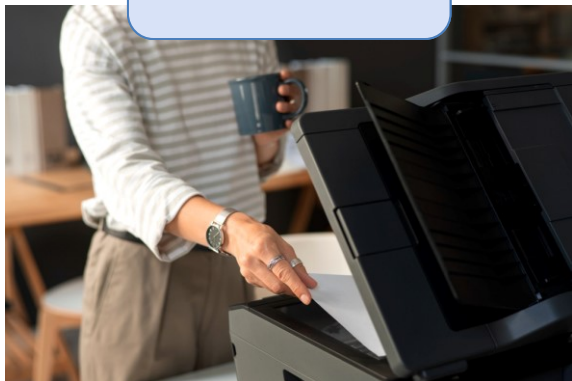
Why do I need process management?

- PM is known for the detection of cost saving potential in businesses
- Accreditation bodies as part of the QI are dominated by structures not processes
- Processes are regulated by legal requirements

→ Motivation: Digital Transformation

paper → image, PDF

Digitize



analogue process → digital form

Digitization

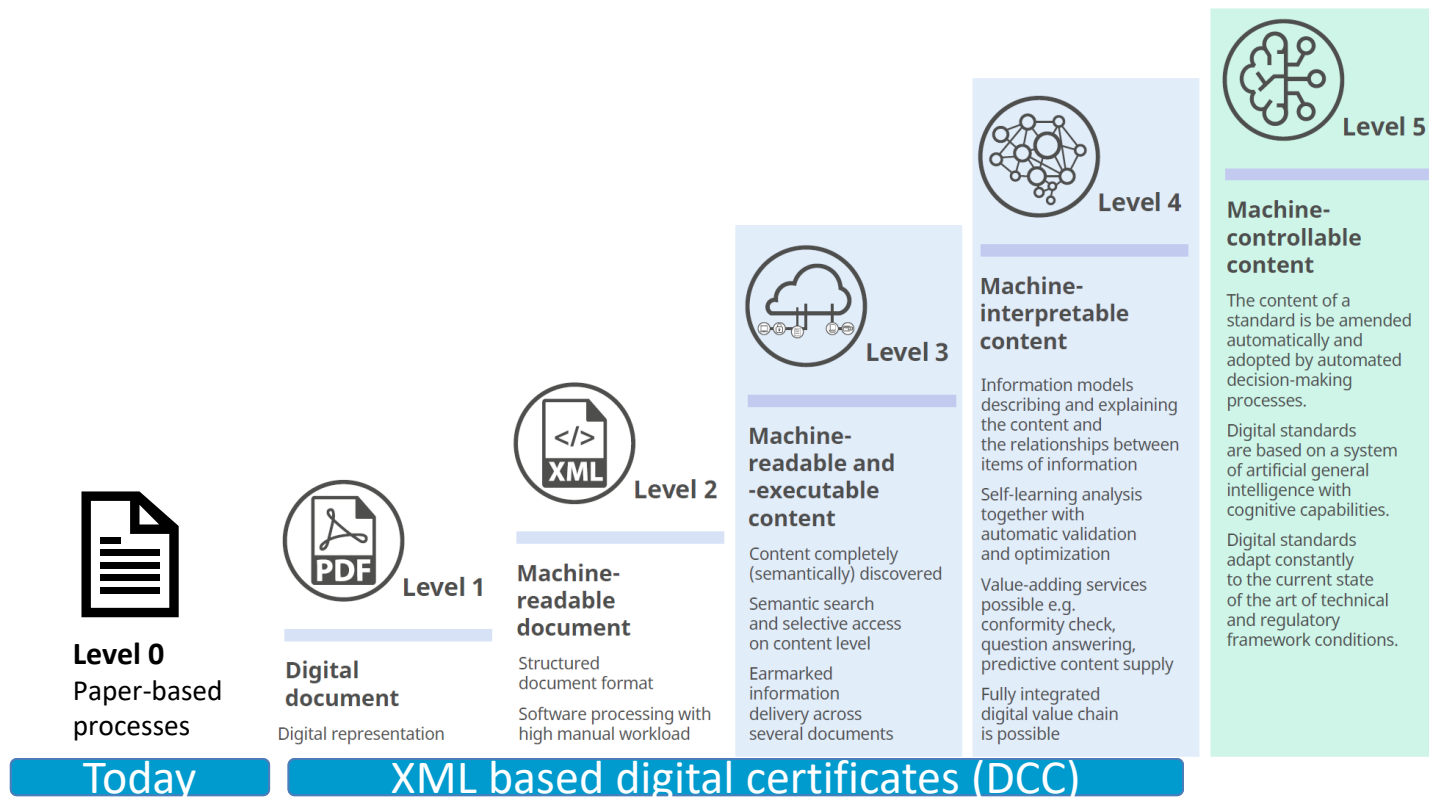


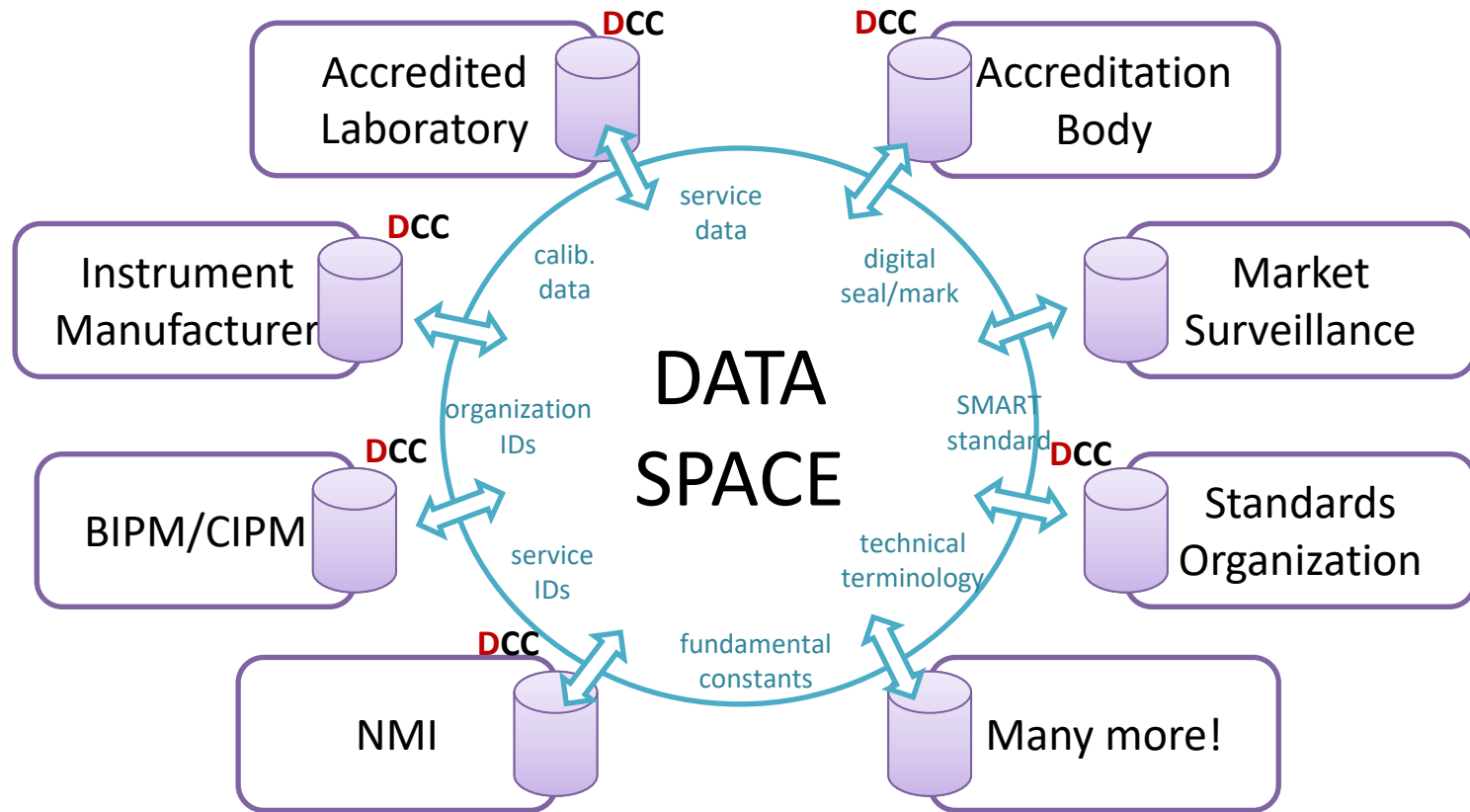
use of digital technologies →
change business models, new
revenue

Digitalization

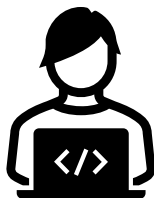


Gartner IT glossary





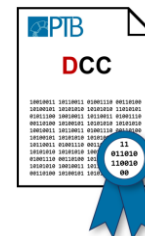
Customer Portal



To be part of an efficient digital QI

- Harmonised interfaces and data
- End-to-end digital processes

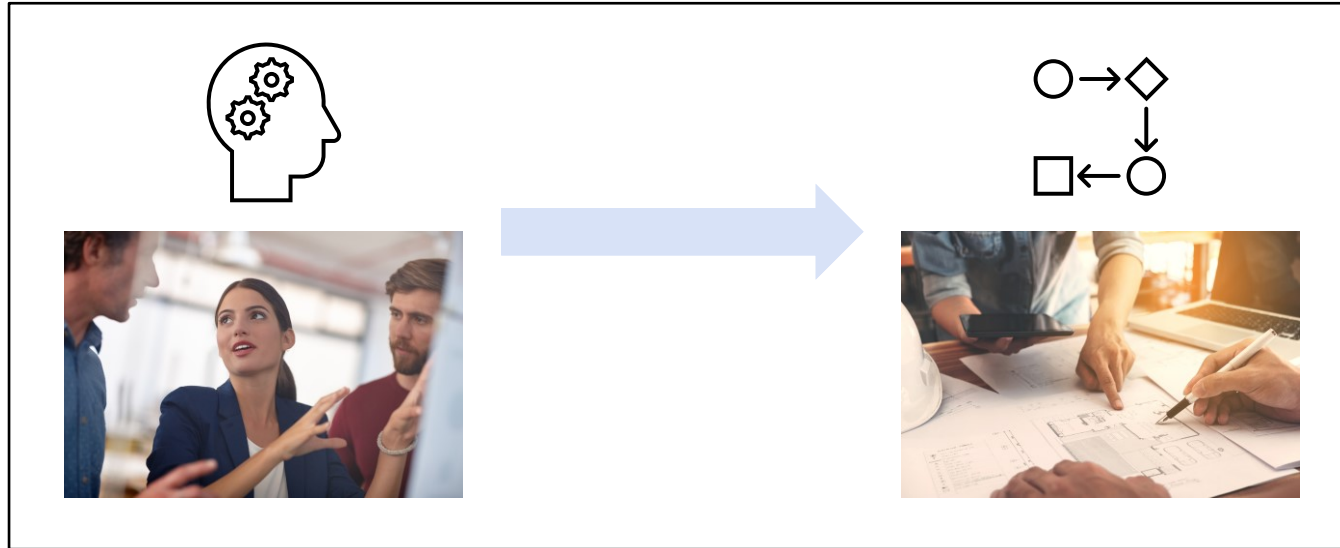
Laboratories



Analogue to digital Processes

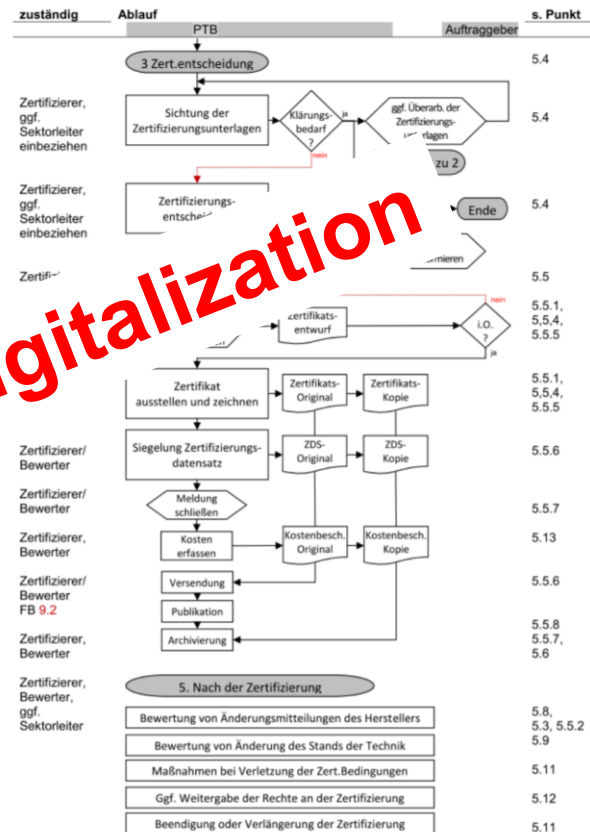
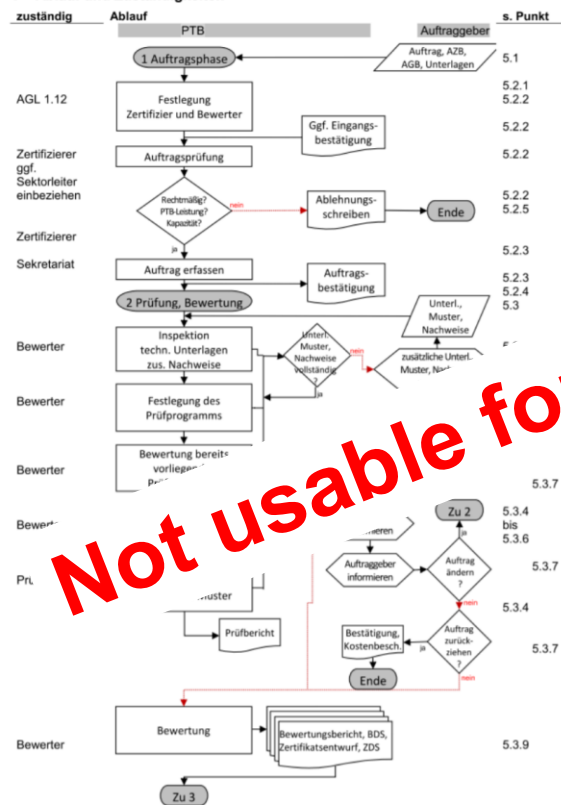
1. Analysis of present process
2. Identification of weak spots
3. Development of future process

1. Analysis of present process



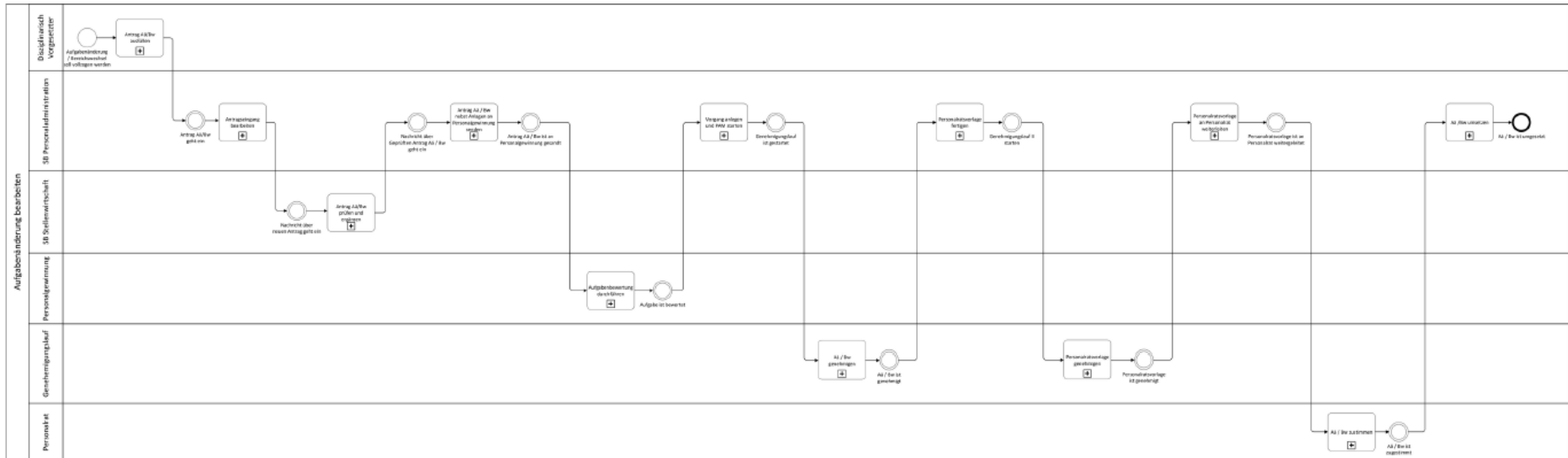
- Already existing process documentation?
- Interviewing technical staff
- Software with BPMN 2.0 for visualization of present process

4 Ablauf und Zuständigkeiten



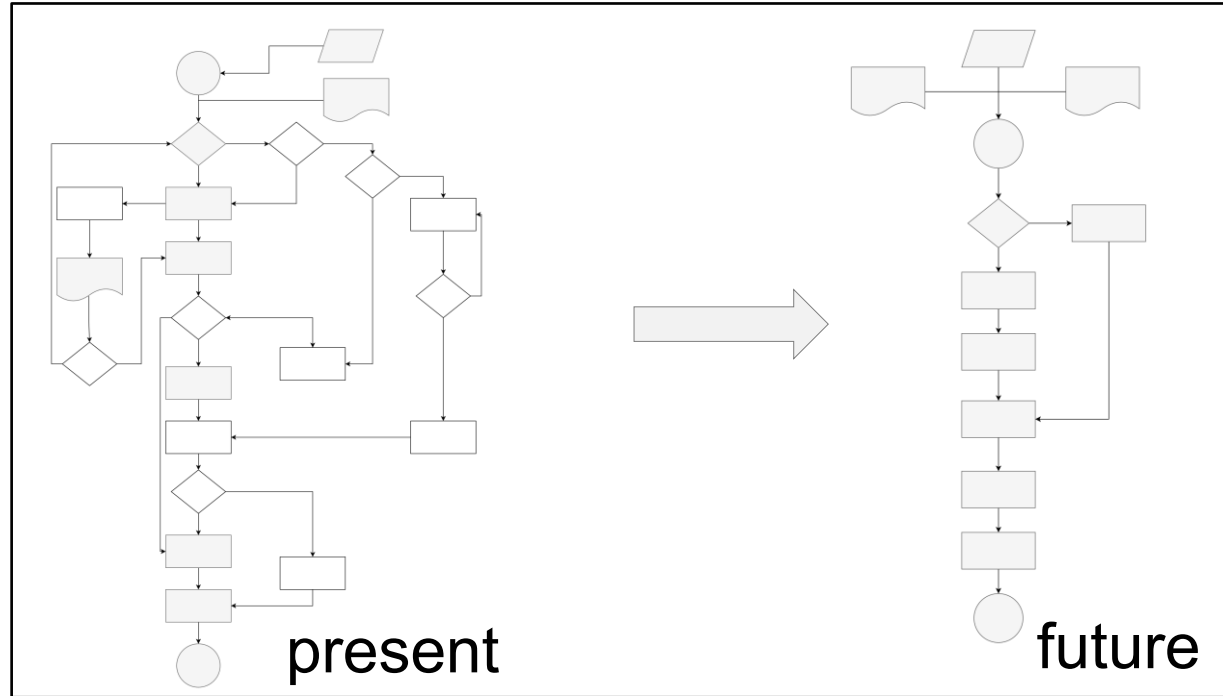
Not usable for digitalization

2. Identification of weak spots



3. Development of future process

- Streamlining necessary process steps
- Involvement of IT Team (discuss requirements)
- Involve stakeholders
- Incorporate national regulations
- Incorporate IT-security
- Involve piloting team



Analysis of present process

Identification of weak spots

Development of future process

Implement optimized process

Analysis of present process

Identification of weak spots

Development of future process

Implement optimized process

- Testing optimized process with pilot team
- Change Management

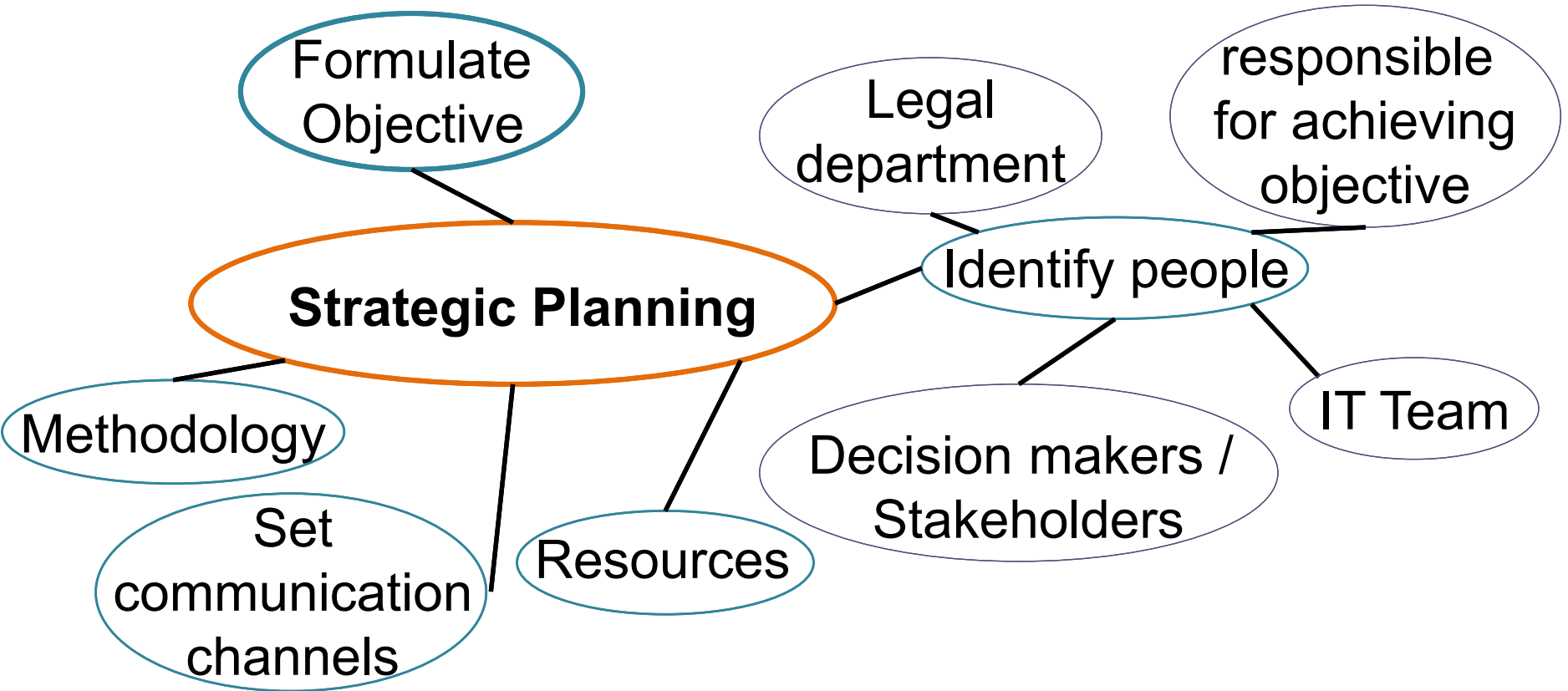
Strategic Planning

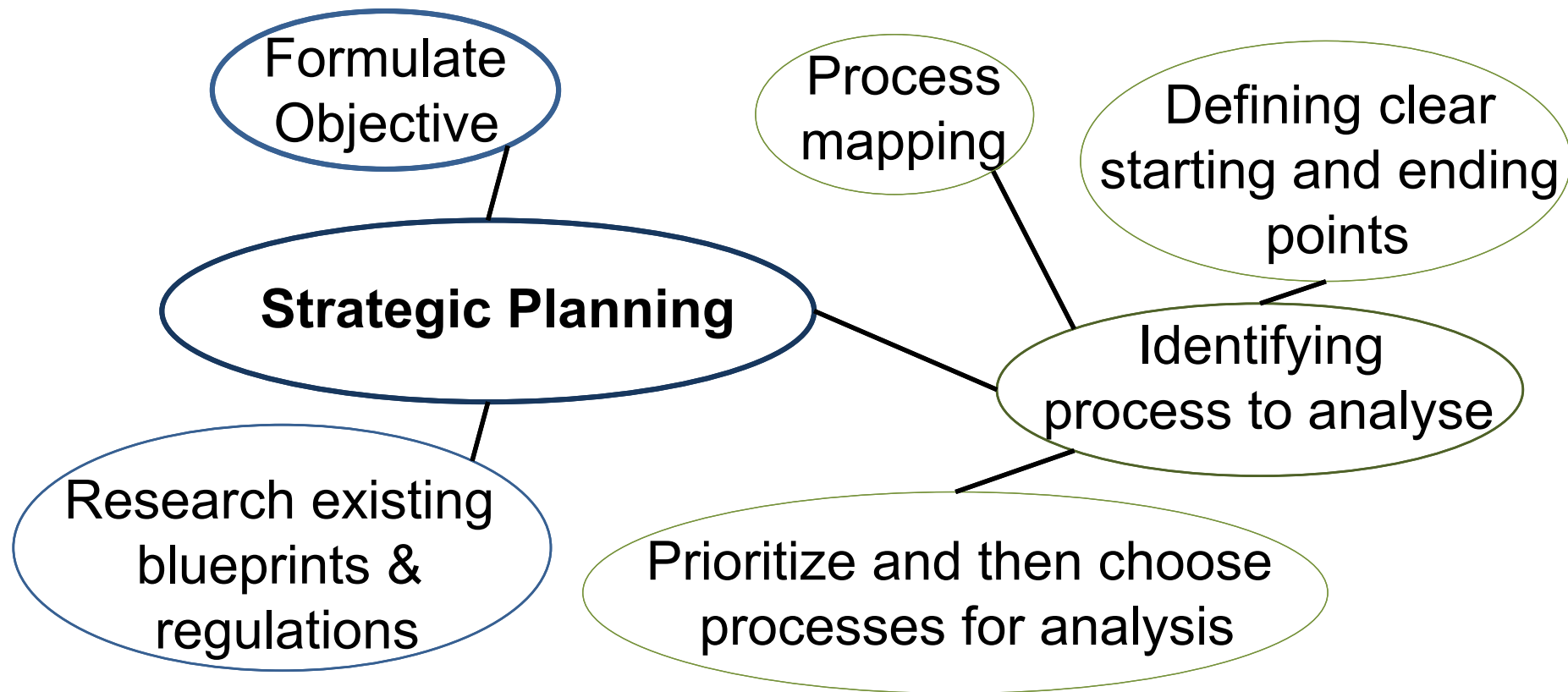
Analysis of present process

Identification of weak spots

Development of future process

Implement optimized process





*Bad analogue processes
translate into bad or worse
digital processes*



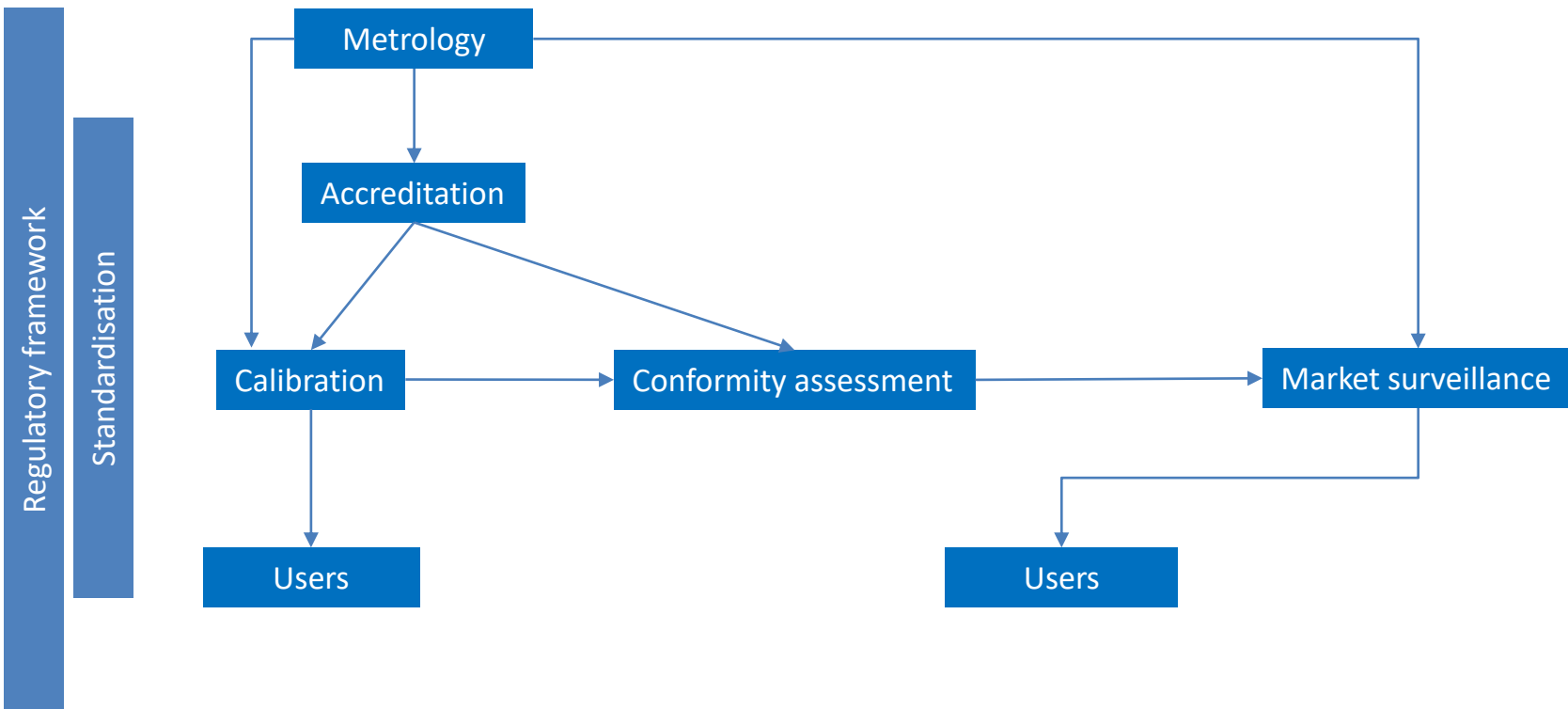
Challenges

- Open Mindset (scientists, people with IT, or management background think differently)
- Defined communication channels
- Stakeholder Engagement
- Clearly defined roles and responsibilities



Opportunities

- Fosters collaboration and communication within different teams/ departments
- Brings transparency and efficiency
- Brings consistency across departments
- Helps in progress re-engineering





**Physikalisch-Technische Bundesanstalt
Braunschweig and Berlin**

Abbestr. 2-12

10587 Berlin



Catharina Kulka-Peschke

Telefon: +4930 3481-9415

E-Mail: Catharina.kulka-peschke@ptb.de

www.ptb.de



Stand: 05/2024

