

# Business Process Management for a power supplier.

## 1 CLIENT

The client is a German regional power supplier with ca. 100 employees and a yearly turnover of 60 million Euro. The public service offers its customers not only electricity, gas, water, and heating, but also phone- and internet-solutions as well as public transport by busses. Renewable energy-projects are also being promoted.

## 2 CHALLENGE

The business process management (BPM) has not only been major topic for key players in the market, smaller or medium companies have picked up the topic as well. Especially the international power supply enterprises are targeting the same customers as regional power suppliers. For customers and their needs the best offers and rates are mandatory as well as the supply security and the corresponding reliability. That means quality is the most important factor, which reveals itself to the customer in easy and well-going processes.

**But what the customer sees is only the tip of the iceberg.** In the background clearly structured processes and roles are needed. To define, implement and improve those processes and to fulfill the restrictive legal requirements is key within business process management.

Within the strategic reorientation of the public service the project is meant to create head room in order to develop existing and new business segments. The target of

this project are efficient processes and the flexibility to analyze and enter new business fields.

### 3 APPROACH

For this project the STI BPM framework was adapted to the needs of the above mentioned public service and implemented accordingly. Our process model provides the relevant governance and including the capability to prioritize processes.

First there was an extensive analysis of the existing organizational structure including all dependencies and restrictions. An organizational model with clearly defined roles and responsibilities was introduced in order to enable a successful process management. With those roles the communication strategy of the company was also refined. The definition and allocation of action item lists and support tools (templates, documents, and software tools) was an integrative part of this project phase.

Roles, their linked functions, and tools have been implemented, while different phases for development of processes have been defined as an integral part of our process management strategy. The activities of the phases were assigned to the above mentioned roles.

Different tools for the execution of a professional process management were introduced. In order to make the designing **and operation of their own** processes easier for the employees of the public service, STI-Consulting provided templates for the modelling of business processes. A process portfolio was also designed.

In the end we conducted the corresponding trainings for the affected employees of the public service to design and develop their own business processes.

#### 4 CONTACT

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