



Project Proposal

Process Management Approach Oxfam

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Content of Presentation

- Explain methodology and its benefits
- Overview Oxfam Process Clusters
- Illustrate with « Thematic Program Development »
- Discuss Ownership of Oxfam Process Clusters
- Action Plan – Next Steps

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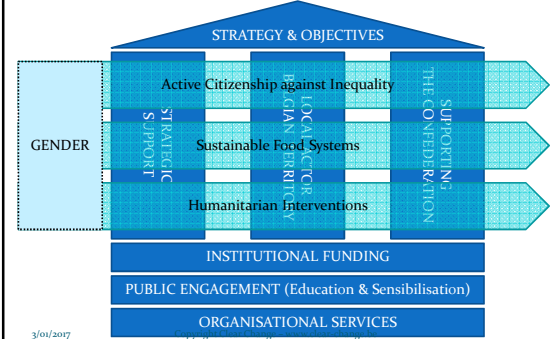
Methodology

- Organisational Business Model
 - Reason for Existence (Mission-s)
 - Core Activities
 - Inventory of Process Clusters
- Process Cluster Process Model
 - SIPOC approach
- Process Map
 - Flow Chart Process Steps
- Attributing Ownership
 - RACI Table
- Deploying Processes to Roles
 - Role Description
- Managing Performance
 - Responsibilities, Competencies, Objectives

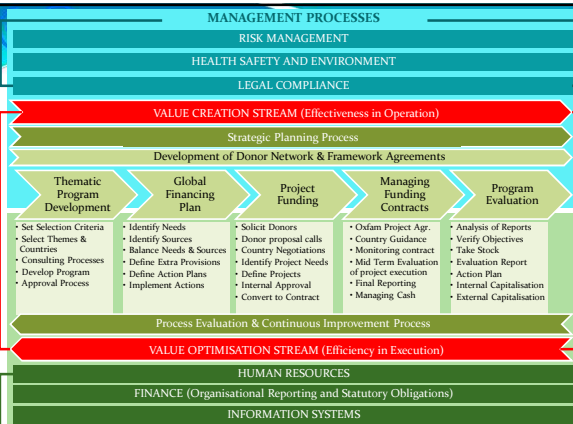


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OXFAM PARTNER AFFILIATE ROLE



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Allocating Ownership with RACI

- Responsible
 - Do
 - Tasks
- Consulted
 - Expert
 - Co-decider
- Accountable
 - Ownership
 - End to End
- Informed
 - Info only
 - No impact



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KPI's

- **Leading** Indicators Measure Effort (Enablers)
- Process **Efficiency**
 - Ex. Thematic Program in time
 - Ex. All parties consulted
 - Ex. All items on table of content considered
- **Lagging** Indicators Measure Output (Results)
- Process **Effectiveness**
 - Ex. Success rate in funding
 - Ex. Objectives Program Achieved
 - Ex. Funds raised for specific calamity

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Action Plan

- Decision management to go for Process Management
 - Accountability of the process = Management
 - Responsibility of the process = Cross Functional Team?
- Decision of scope width and depth of the Project
 - Width = which process clusters (core processes?)
 - Depth = extent of detail of exercise (role descriptions?)
- Confirmation of Ownership of the Process Clusters
 - Accountability on Effectiveness & Efficiency
- Timing Ambition
 - Which processes by when?
 - Resource planning

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Project Management

• Project Owner	Mgmt
• Scope decision	Mgmt
• Overall Project Manager	Cross Fct?
• Process Cluster SIPOC models	Owners
• Process Maps	Owners
• RACI tables	Owners
• KPI's (Leading & Lagging)	Mgmt
• Role Description Development	HR?
• Process Improvement	Cross Fct?

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