The Eurostat Process Management Framework

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Eurostat - Unit B1 - Methodology and Corporate Architecture

Workshop on Implementing Efficiencies and Quality of Output

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The PMF project

Objectives:

- Build harmonised documentation of all Eurostat processes (statistical and non-statistical)

- Increase the process management maturity

- Create a pool of competence for business process modelling

Timeline:
- Project started: 2016
- End of project: 2019

The stakeholders of the PMF project

Main stakeholders (corporate functions):

- **Strategy and planning**
- **Enterprise Architecture**
- **Quality review**
- **Information and Security Officer**
- **Team leaders of statistical production teams**
- **IT department**
- **Internal control**

Statistical processes: business areas
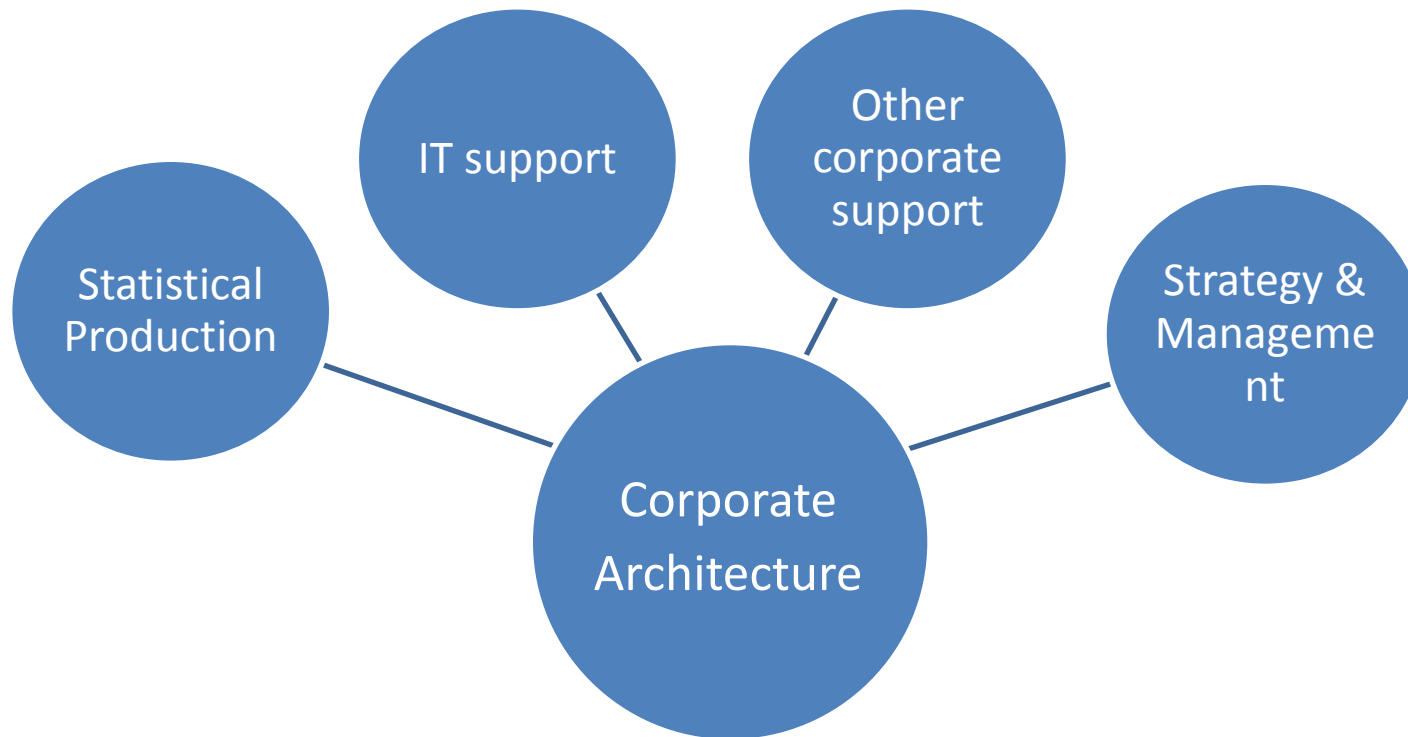
Process modelling: a layered approach

Top layer (common to all processes)

Business process name with standard attributes (official name used e.g. for allocating resources)
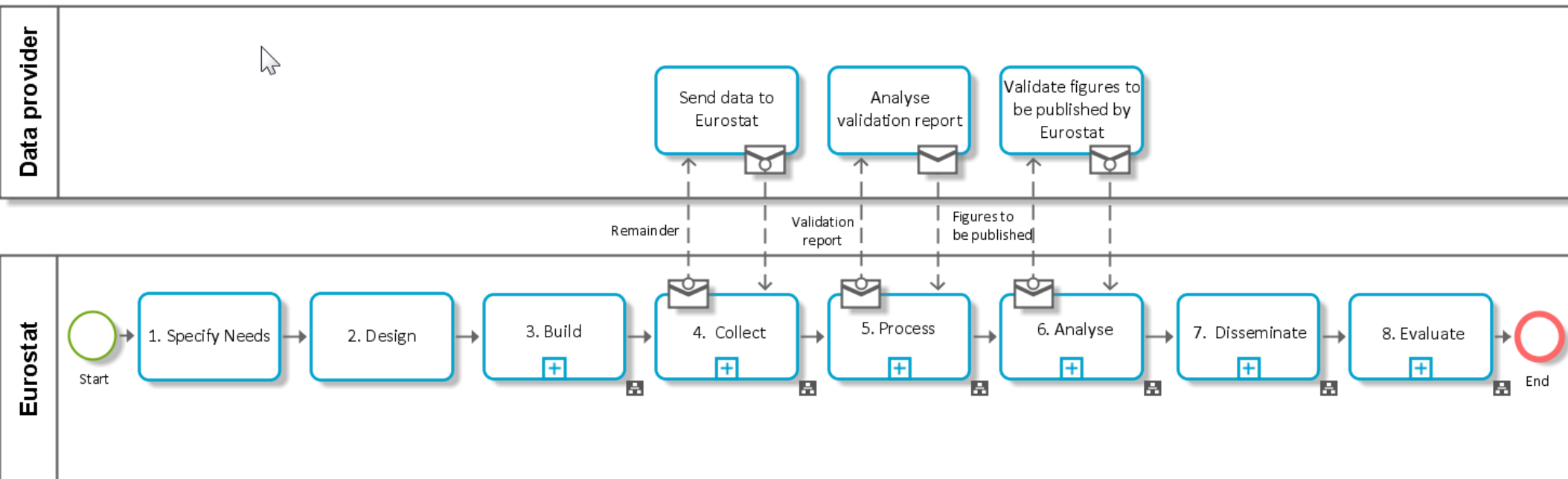
Non-statistical processes

- BPMN diagrams
- Other formats (web page) describing the process workflow

Key principles: standardisation, common repository and governance
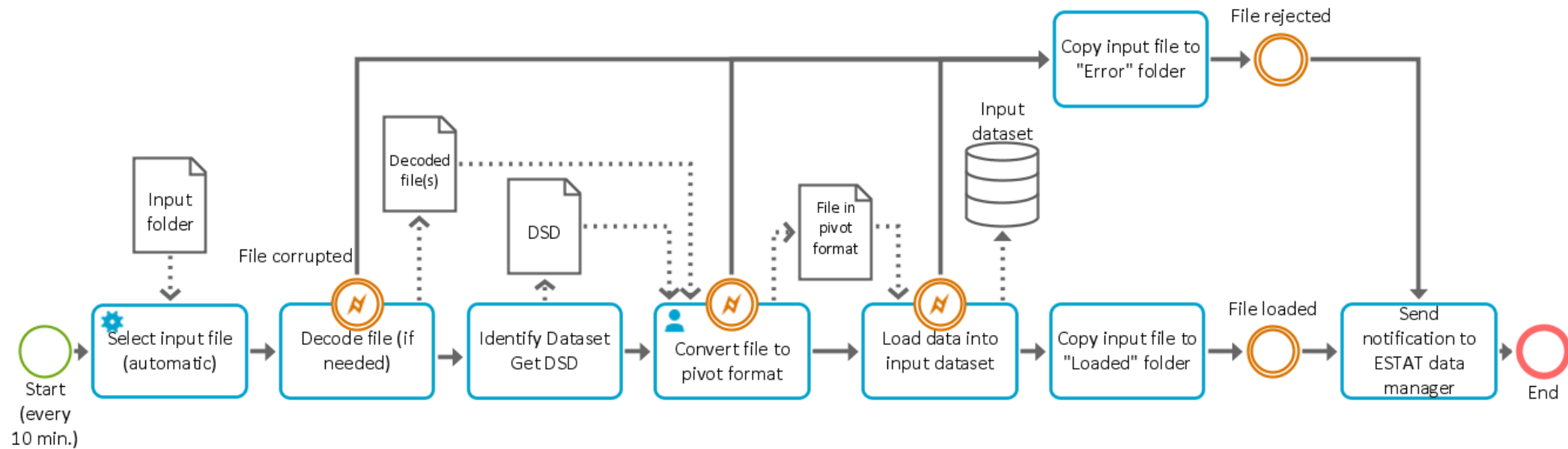
Statistical processes - layers

- GSBPM level 1 with standard attributes
- GSBPM level 2 with standard attributes
- Further levels: BPMN diagrams, free annotations

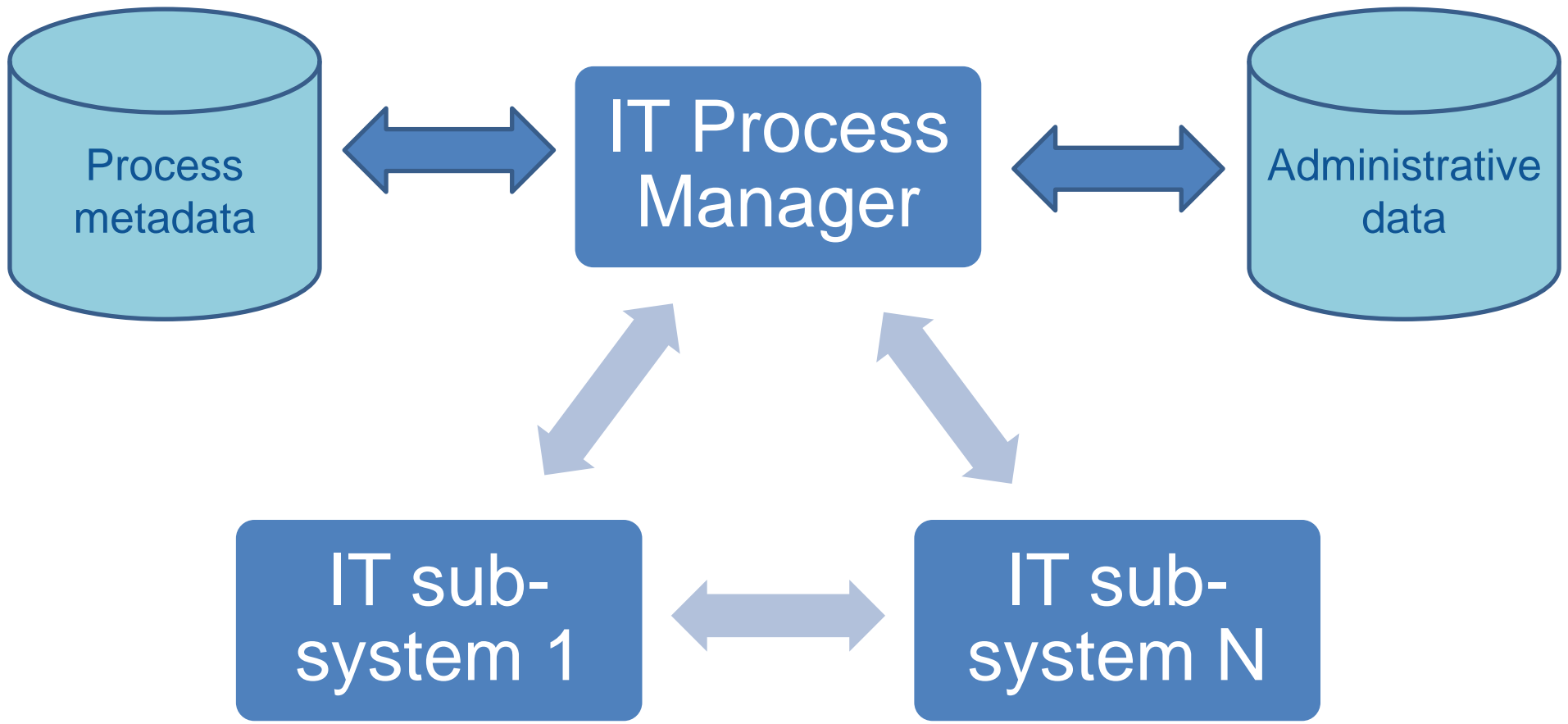# Generic statistical production process Level 4
5.1.2 – automatic data loading

Process automation

Process log

IT Process Manager ⟷ Process log

process-id
step-id
actor
time-start
time-end
data-provider
reference-period
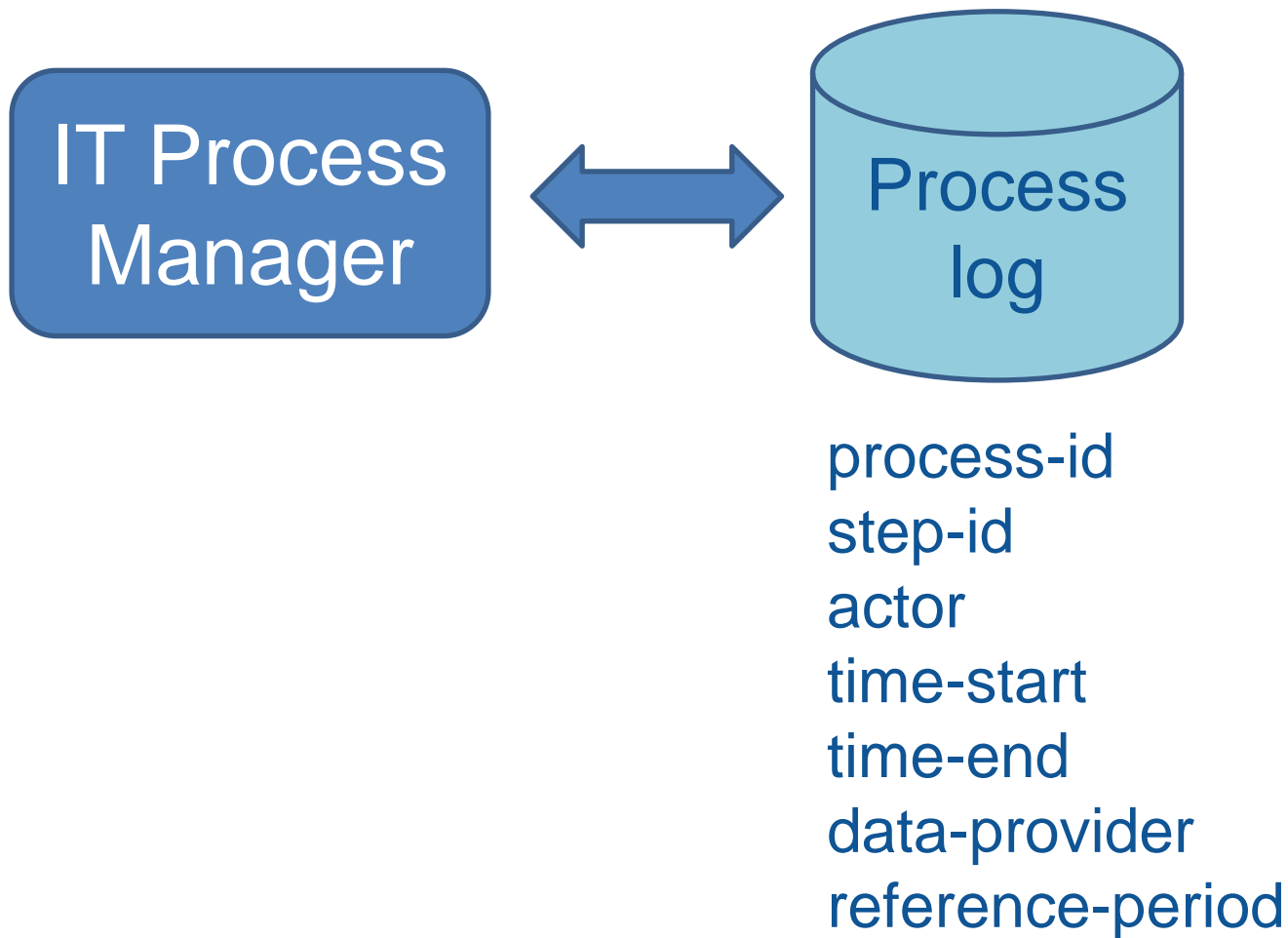
Lessons learned about process modelling

Involvement of all staff

- Need for a strong involvement of all staff
- Commitment of middle-senior managers is essential

Clear benefits for the staff running the statistical process

- In the early stage the benefits are more relevant for the organisation
- May help newcomers, persons replacing a colleague, team leaders
- Useful to adapt the process to new requirements

Training

- Process management becomes a new competence required for all staff.

Lessons learned about process modelling

Level of details

- Must be chosen carefully with respect to the identified use cases.
- A high level description is drafted quickly but its utility is limited.
- On the other hand, the effort needed to build a very detailed modelling can be costly and not necessary in all cases.

Linking to other initiatives

- When migrating to new IT tools, the process modelling is part of the analysis phase. In this case we model the *as is* process and the IT department models the *to be* process.

Lessons learned about process modelling

Keeping the process models up to date

- The process description may become soon obsolete.
- The maintenance of the process models should be part of the corporate planning and reporting activities.

Lack of standardisation of the processes

- Similar processes can be executed in different ways due to historical reasons. The creation of a repository of process models allows finding commonalities - in turn this may result in potential improvements and standardisation.

Lessons learned about process modelling

Process indicators

- Process indicators measure the efficiency of a process.

- Can be used for implementing process improvements.

- The IT tools can provide statistics about process execution.

- Indicators are useful to improve general efficiency - not to be perceived to control individuals.

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Questions?