

Everything we do relies on that most basic of building blocks - process.

So why should we get excited about processes?

First, **processes give you a view into the heart and soul of a business**. Move beyond the tasks associated with process improvement and you'll find process stories, measures and controls that tell you about culture, customer focus, cross silo working. Simple process maps or pictures tell you how a business does what it does, help identify the possible causes of waste, customer complaints or unnecessary cost and opportunities for improvement. Once you understand its process architecture and capability you know how the business works.

Second, **process is the best common currency for getting people together**, increasing awareness of what each other does. It enables better teamwork, it helps break down barriers and removes misconceptions and working together with process as your common language encourages inclusion. It's so versatile too - you can put an efficiency slant on the discussions, a service perspective, a training or induction view or even an emotional assessment (see my previous post of emotionally aligned processes)

Third concentrating on process allows people to be creative, to release discretionary effort. **Improving process empowers people** to take ownership of their work environment. Improving their work environment contributes to greater well being. Not everyone can do strategy, IT development or complex legal analysis but everyone has the capability to improve their contribution to an end to end process and understand how they fit into any organisation's overall aims.