



No Big Wins

Greater Portland
Postal Customer Council

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A “big win” is a singular,
positive event that has a significant and
long-term impact on your life.

Learn the Little Lessons.

Good Ideas Come From Anywhere.

“I remind myself every morning: Nothing I say this day will teach me anything.

So, if I'm going to learn,
I must do it by listening.”

Larry King

Defend Your People.

“Success is the result of perfection, hard work, learning from failure, loyalty to those for whom you work, and persistence.”

General Colin Powell

Be Honest With Your People.

“No matter what accomplishments you achieve, somebody helps you.”

Althea Gibson

Network in Your Own Organization.

“Your power is almost directly proportional to the thickness of your Rolodex, and the time you spend maintaining it.”

Tom Peters

Know What You Want.

“A leader is one who knows the way, goes the way and shows the way.”

John Maxwell

There Are No Shortcuts.

“Nothing worthwhile comes easily...Work, continuous work and hard work, is the only way to accomplish results that last.”

Hamilton Holt

Cherish Today.

“Grief is in two parts. The first is loss. The second is the remaking of life.”

Anne Roiphe

Cherish Today.

“In the depth of winter, I finally learned that within me there lay an invincible summer.”

Albert Camus

Cherish Today.

“When we focus on our gratitude, the tide of disappointment goes out and the tide of love rushes in.”

Kristin Armstrong

Learn the Little Lessons.

Love the Little Lessons.

Love your life.

Questions?

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Workflow Management and Process Mapping

Greater Portland Postal Customer Council

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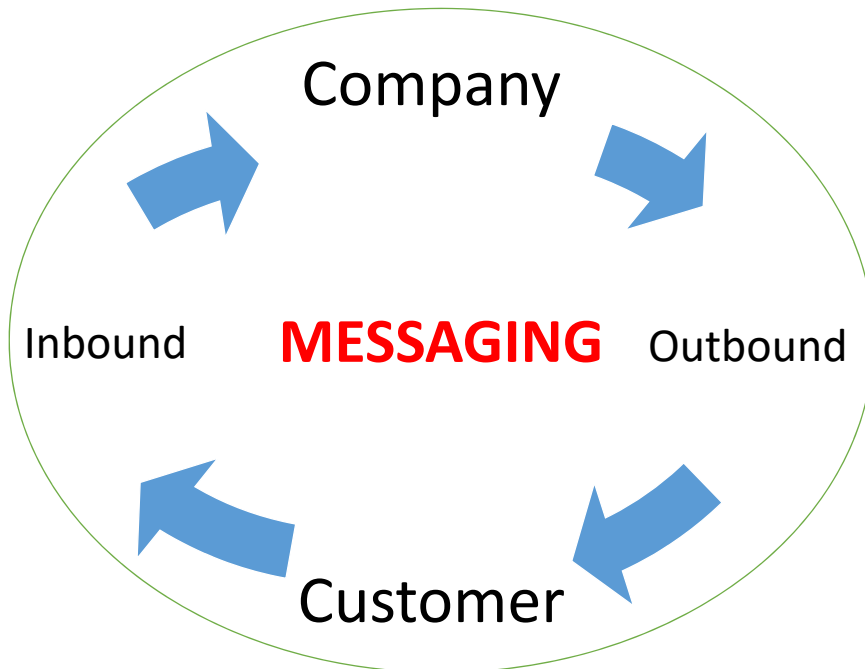
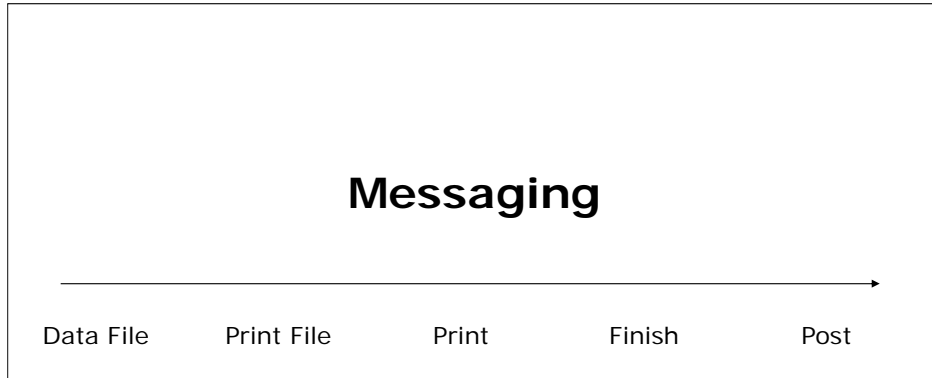
What is “workflow management”?



What is “process mapping”?



Thinking outside the box and
inside the loop.





Who do you need to involve?



What information you need?



How do you get the information you need?



Ask the right questions:

- What?
- Who?
- When?
- How?
- Where?

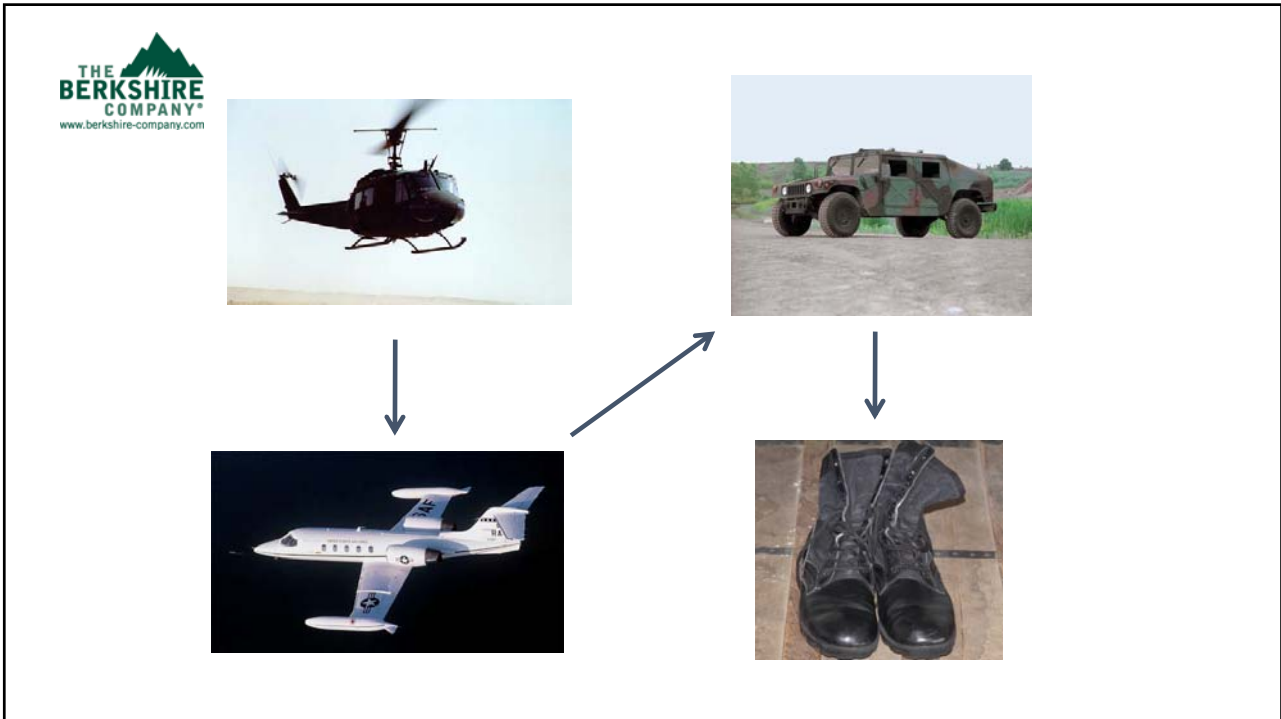
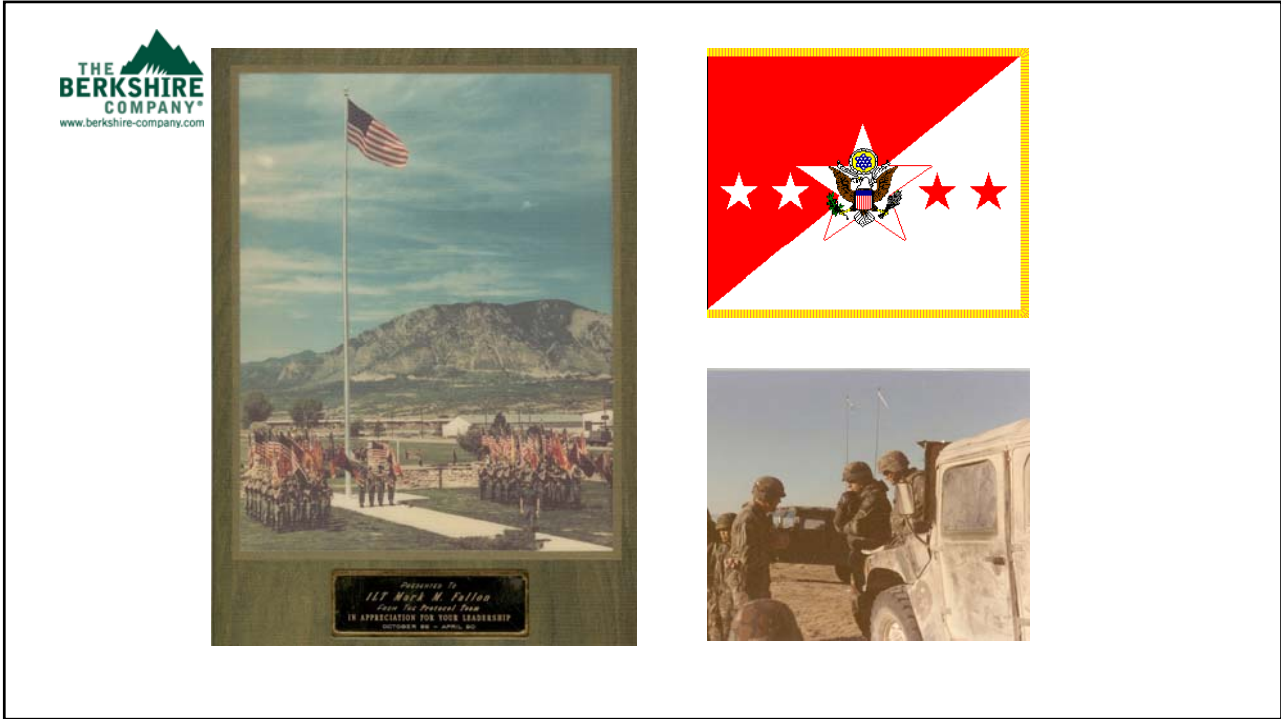


The wrong question:



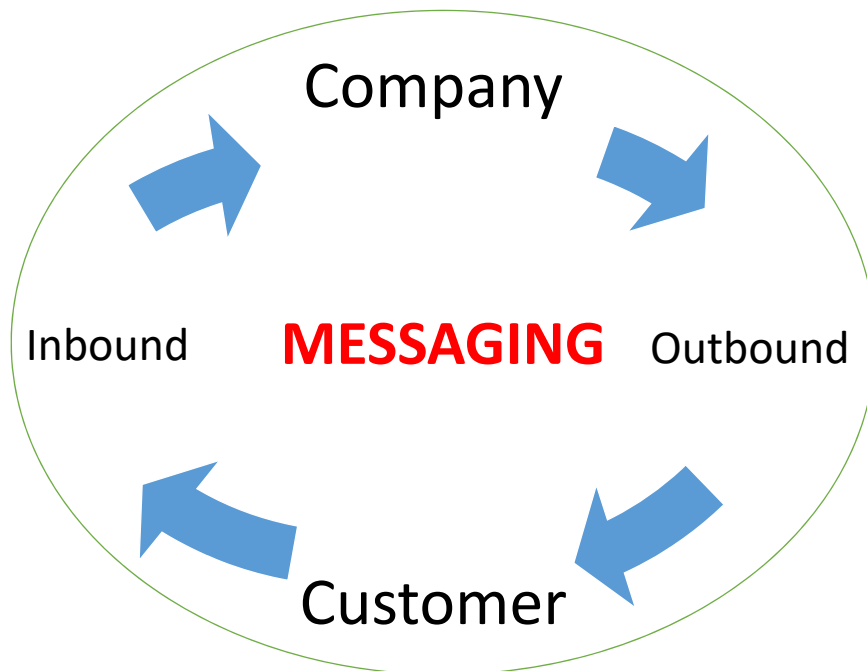
A really good question:

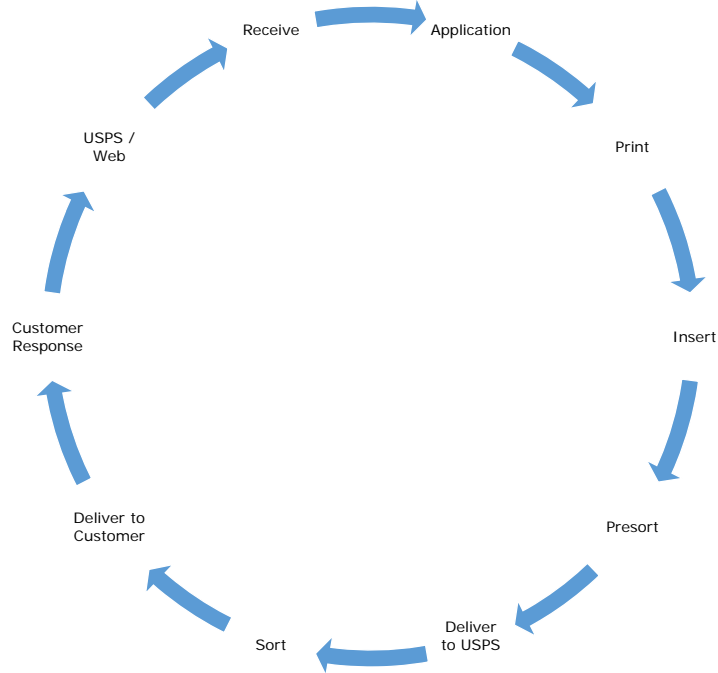
What if?





How do you map out the process?





Examples: Definitions of Shapes



This shape means a process.



This shape means a predefined process.



This shape means a decision point.



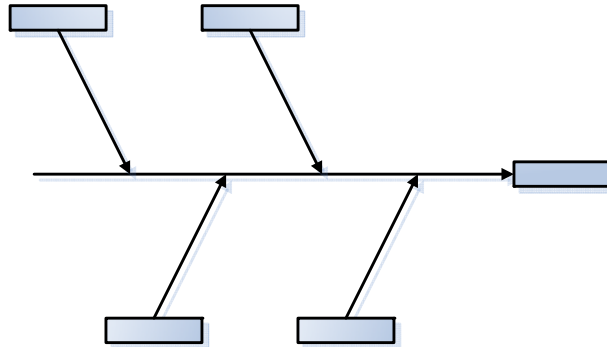
This shape means a preparation.



This shape means a manual operation.



This shape means a document.



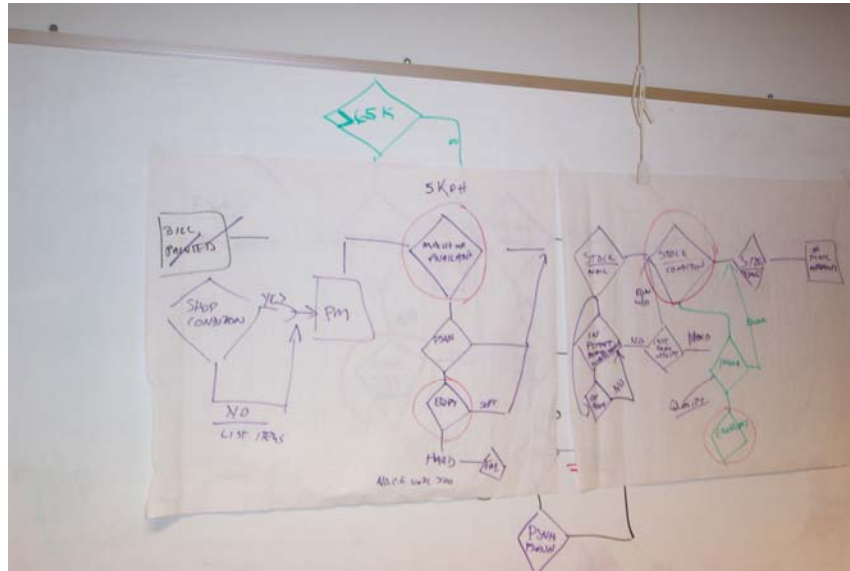
Cause and Effect Flowchart



<Process Name>	
<Function>	
<Function>	
<Function>	
<Function>	
<Function>	

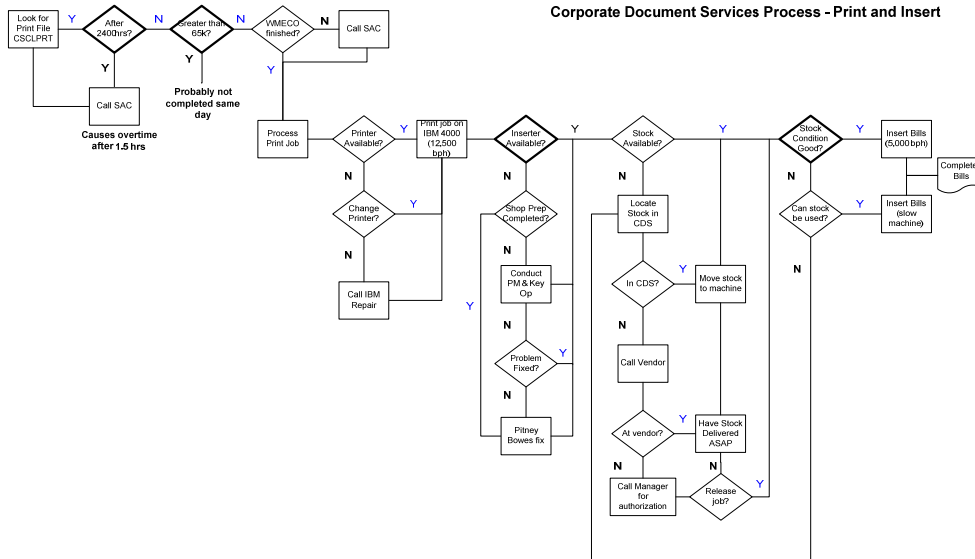
Cross-Functional Flowchart
(Swim Lane)

Examples



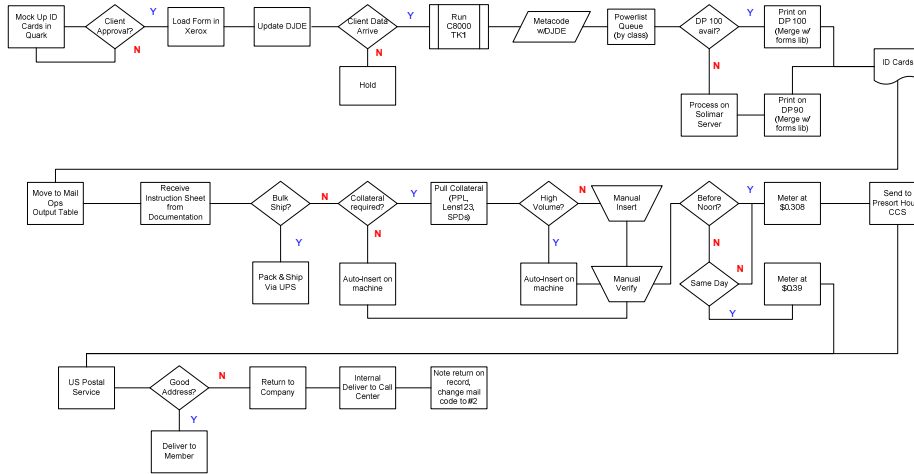
Examples

Corporate Document Services Process - Print and Insert



Examples

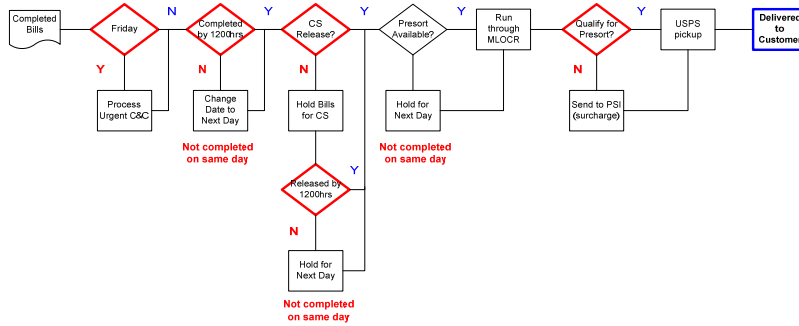
ID Cards Processing – New Group



What do you do next?

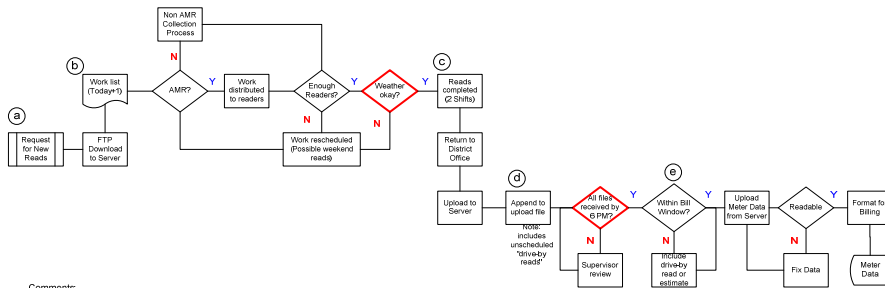
What Next?

Corporate Document Services Process - Presort



What Next?

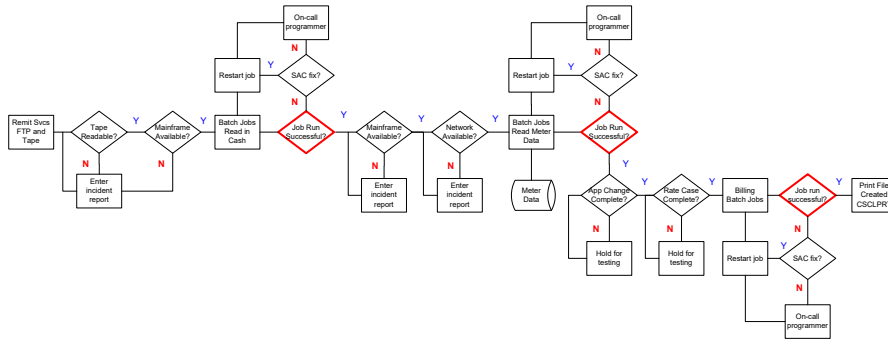
Meter Read / Customer Service



- Comments:
- a. There are 20 billing cycles per month.
 - b. Last 2 cycles may end on same day, causing double volume.
 - c. Meters may be read on Saturdays to make up for lost days.
 - d. AMR meters are read whenever a receiver drives by regardless of schedule.
 - e. A bill must be created within 9 days of the initial read request.

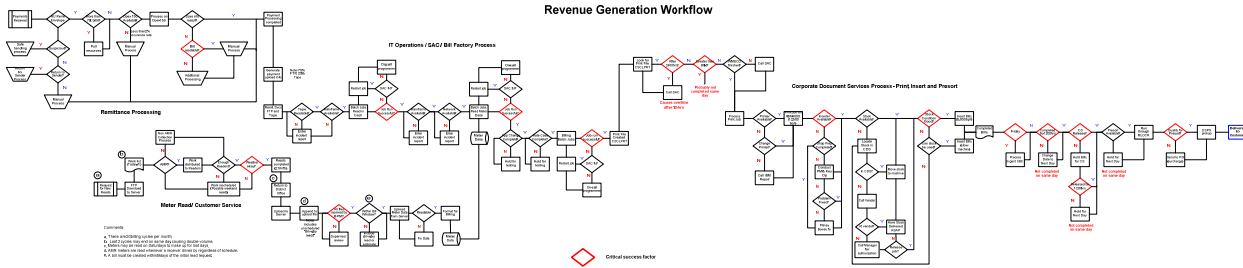
What Next?

IT Operations / SAC / Bill Factory Process



What Next?

Revenue Generation Workflow



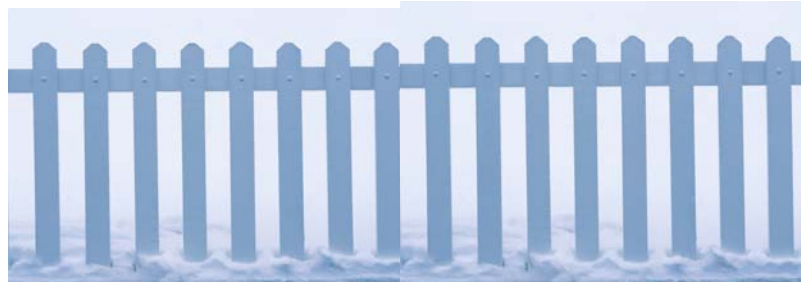


Critical Factors for Success

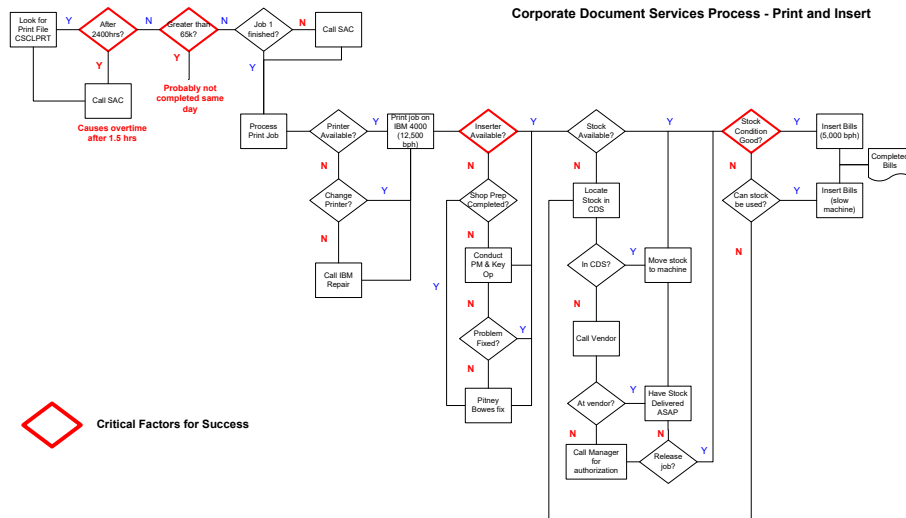


<Process Name>	
<Function>	
<Function>	
<Function>	
<Function>	
<Function>	

Cross-Functional Flowchart
(Swim Lane)



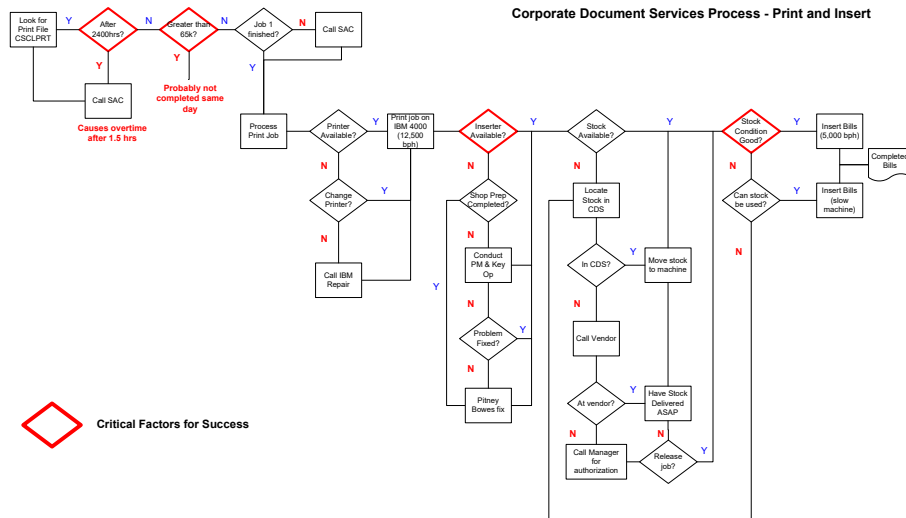
Critical Factors for Success





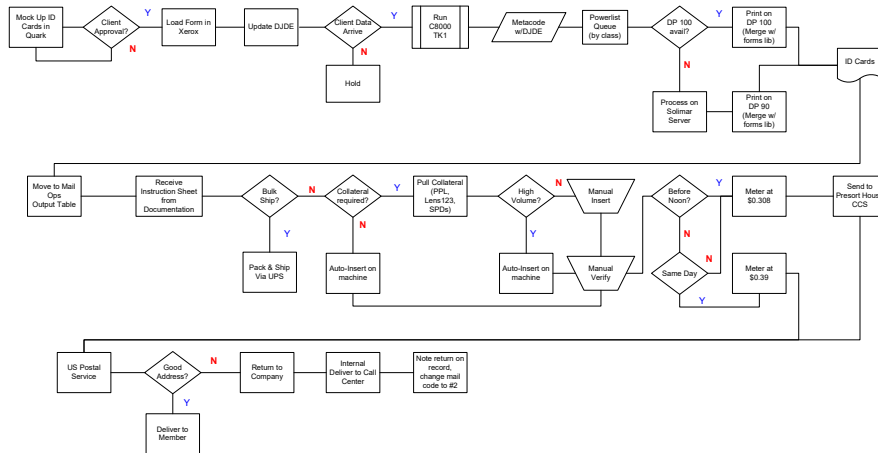
Communication during the process.

Communication



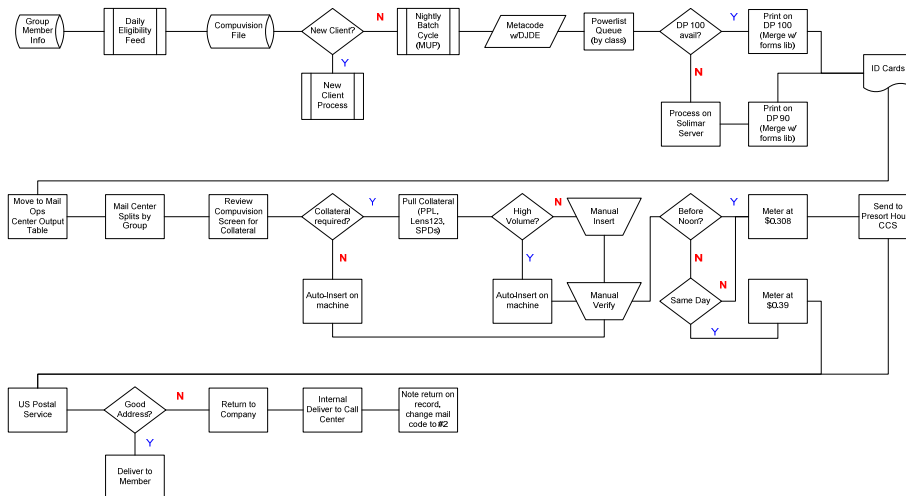
Why?

ID Cards Processing – New Group



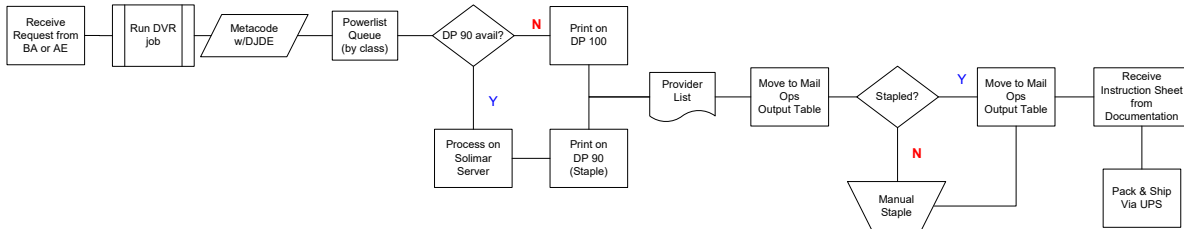
Why?

ID Cards Processing – Nightly Batch



Why?

Provider List – Non-Personalized



Why?





Overcoming Barriers to Success



What Now?



Workflow

- Outside the box and inside the loop.
- Ask the right questions to the right people.



- What if?
- Critical factors for Success.
- Communication during the process.



Questions?

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About The Berkshire Company

An independent management consulting firm, The Berkshire Company specializes in improving your business process, including analyzing your operation, developing and selecting solutions, and providing project management.

The Berkshire Company has helped more than 75 organizations improve their operations with:

- Process Evaluations & Improvements
- Strategy Development
- Project Management
- Outsource vs. Insource
- Mail Center Security
- New Technology

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