Company-wide Process Documentation with BPMN 2.0

Highlights

- BPMN for documenting organizational processes
- Selecting suitable BPMN software
- Training and certifying the team
- Using best-practice guidelines for modelling
- Decentralizing process modeling for different departments

About Energie Südbayern

Energie Südbayern (ESB), a nationwide energy concern, provides electricity and natural gas to about 160,000 private and business customers as well as municipal energy suppliers. The focus of ESB’s sustainable range of services is on integrated energy and climate concepts from power generation and the operation of energy networks, to energy trading and energy supply, and to innovative solutions for energy efficiency and eco mobility. ESB has more than 300 employees and has been successful for more than 50 years.

Starting Point and Participants

Significant growth meant that ESB had to manage its business processes more systematically. The job of developing and implementing effective BPM governance fell to the ESB department of organizational development. Our mission was to coach the department, especially when it came to documenting processes with BPMN.

Project Progress

First, we discussed BPMN in general. Second, we developed a road map to introduce the topic to management and to help gain management commitment. We adapted the camunda BPM roundtrip for ESB use.

After conducting BPMN training for the core project team, we had to choose a suitable BPMN tool. We developed ESB-specific criteria. Because the plan was to introduce BPMN widely within the company, we included process managers from many departments to help us weight the criteria.

Following the successful selection of a tool, we provided more in-depth BPMN training for the core project team. We also defined modeling conventions suitable for ESB based on our best-practice guidelines. In subsequent training for more than 20 process managers, we trained on the BPMN subset defined by the local convention. This prevented the complexity of BPMN from becoming an obstacle to its wide adoption. Meanwhile, we built formally correct foundations that would serve ESB by making automation possible. We also developed and introduced meta-process for creating, providing quality assurance for,
and releasing process documentation.

As part of the start-up phase, we prepared the core project team for the OMG Certified Expert in BPM (OCEB) exam. This exam officially certified the BPM competence we had spent six months building.

**Conclusion and Summary**

True to the motto „helping people to help themselves,” we helped Energie Südbayern introduce BPM and BPMN process documentation successfully and within a short time frame. Our greatest contribution was continuous training that prepared the core project team to manage the introduction themselves. The team’s resulting sense of success is good assurance that BPMN will continue to help ESB succeed, regardless of our input.

**Customer Quote**

“camunda supported the introduction of BPMN to our company. This support included not just choosing the right tool, but also coaching our employees and providing best-practice guidelines that insure consistent process modeling. We are very satisfied with the services of camunda, and we enjoy the productive and pleasant cooperation.”

John-Uwe Scherberich, Head of Organizational Development, Energie Südbayern GmbH