



Metastorm Enterprise™ for Six Sigma

Six Sigma teams traditionally have juggled a number of tools – including disparate diagrams, spreadsheets and charts – to manage and execute their projects. Complex and inefficient, this fragmentation detracts from the focus on critical business issues. And control systems in completed projects often lack the robustness for sustained results. Without an effective means to model, execute and monitor the process improvements, Six Sigma performance levels are seldom attained.

Metastorm answers the demand for complete Six Sigma project productivity and process management with Metastorm Enterprise™. This powerful, integrated combination of enterprise modeling, business process analysis, and business process management tools enables Six Sigma teams to effectively perform the entire DMAIC process: Define, Measure, Analyze, Improve and Control.

With Metastorm your processes can be:

- Modeled, simulated and effectively designed to optimize quality
- Automated, executed, managed and monitored
- Analyzed and improved based on real-time execution data to ensure achievement of strategic business objectives and performance targets

As a result, you can achieve full life-cycle Six Sigma, reach higher levels of process excellence, and rapidly meet quality objectives.

Metastorm ProVision®: Six Sigma's Starting and Ending Point

Metastorm ProVision is the enterprise modeling and business process analysis toolset within the Metastorm Enterprise software portfolio. It serves as the powerful starting and ending point for Metastorm's full Six Sigma process life-cycle capabilities, combining powerful business modeling with built-in statistical analysis algorithms to design, analyze and improve business processes. This is important because business modeling provides a

Highlights

Benefits

- Provides a complete solution for Six Sigma project productivity and sustained process improvements
- Delivers full life-cycle process management from modeling through execution and ongoing analysis

- Allows you to reach higher levels of process excellence and rapidly achieve Six Sigma quality objectives
- Offers an organized, documented, model-driven approach to Six Sigma and other quality initiatives
- Automates processes, captures live data, and enables real-time monitoring
- Gives business users insight and control

Customer Success

- Seagate
- U.S. Air Force

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concise structure and definition of all aspects of the business, while statistical analysis aids in pinpointing current process problems and verifies the expected level of performance improvements a redesigned process should realize.

With Metastorm ProVision, you can model all of the business components of the Six Sigma DMAIC approach. Metastorm ProVision empowers Six Sigma teams to:

- See the big picture – You can define the complete scope of your Six Sigma effort and then analyze each process start to finish.
- Identify goals – Six Sigma projects are driven by the “voice of the customer.” The Metastorm ProVision Goal Modeler identifies and structures customer-driven goals into major categories.
- Link goals to deliverables – A truer picture of the business can be realized by associating various objects to business impact. Metastorm ProVision association matrices can link critical goals to business deliverables and business processes.
- Understand process complexities – Workflow Models provide the most effective method for visualizing the business processes performed in the organization. Easily understood by everyone, they provide a picture of how work is accomplished and by whom.
- Evaluate cause and effect – The Problem Models within Metastorm ProVision illustrate the root causes and effects of primary business problems. This graphical representation helps you visualize the interrelationships and impact that problems have on each other, as well as track which causes have been investigated and which have the greatest impact on the primary problems.
- Gain process efficiency – Using the Metastorm ProVision simulator provides a state-of-the-art approach for calculating process timing and analyzing activity-based costs. This data allows you to analyze bottlenecks, resource constraints, excessive queuing and other critical potential quality impacts in the process.

Whether a Six Sigma initiative is just being introduced within your organization, or Six Sigma is established and you are striving for ongoing improvements, having an organized, documented model-driven approach is a key to your success.

Economic and Effective Data Collection

As part of the Metastorm ProVision offering, Metastorm Discovery™ is an interactive process discovery tool designed to enable faster and more accurate collection of data, process understanding, and process metrics that can drive Six Sigma measurement efforts. Used for collecting and analyzing process data and performance metrics on human-centric business activities, Metastorm Discovery dynamically adapts to user responses and prompts the user with questions that capture relevant cause and effect insights into process activities as they unfold.

In the Measure Phase of Six Sigma projects, field users can employ Metastorm Discovery to capture data through a handheld PDA or on their PC as they engage in activities, ensuring that the data is timely and accurate. The user-driven nature of the product reduces the need for costly consulting analysis and eliminates the need to have external observers document process activities. Instead, process details are recorded by those who are closest to the activities and have the best understanding of the activities' details. This hands-on approach results in a more accurate view of the process.

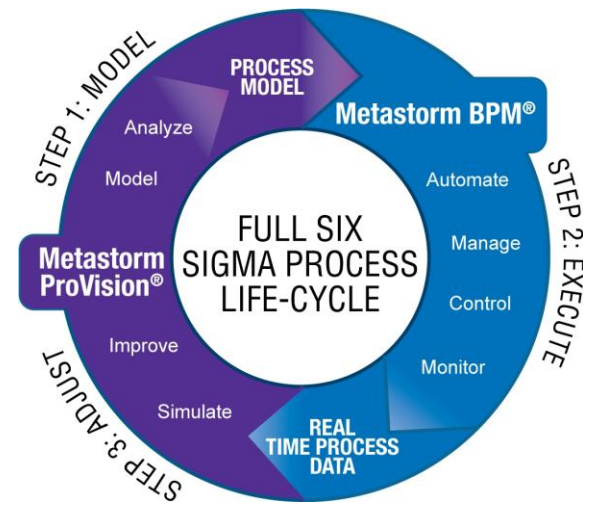
Data captured in Metastorm Discovery can be leveraged by Metastorm ProVision as input for modeling an “as is” process and analyzing potential improvements – with the goal of optimizing the process to meet specific strategic objectives, such as minimizing costs, accelerating response time, or improving productivity. Optimized process can then be deployed and automated in the Six Sigma Improve stage through Metastorm BPM.

Metastorm BPM®: Improving and Automating Your Business Processes

Metastorm's business process management software – Metastorm BPM – enables Six Sigma Black Belts to improve processes based on real-time execution data, and then automate processes to provide ongoing management, control and monitoring. By importing Metastorm ProVision project results and optimized process models into Metastorm BPM, your team is empowered to automate the process, capture real-time data, and create real-time vital cause control charts and monitoring dashboards.

With Metastorm BPM you can:

- Improve project sustainability by automating complex processes quickly.
- Gain greater agility by enhancing and extending processes as business dictates.
- Improve staff utilization by sharing work.
- Enhance communication by enabling customers and suppliers to participate directly in the process.
- Accelerate processes by delivering work electronically.
- Improve data quality by reducing data collection and data transcription errors.
- Increase efficiencies by integrating systems into the process, including:
 - Legacy Systems
 - Databases
 - Directories LDAP/NDS
 - XML/SOAP, UDDI
 - Web services catalogs
 - ERP/CRM/SCM/Financial



In addition, Metastorm BPM is quick and easy to implement and gives business users more control in the automation of their business processes, relieving some of the dependence on IT resources. Automating a process reduces variability, enforces consistency and adherence, and is the most effective method to ensuring project gains are realized and sustained. Both live and historical information collected from automated processes can be viewed in dashboards and used for executive reporting, real-time monitoring, and trend analysis across key performance indicators.

Real-time data from Metastorm BPM can be visualized within Metastorm ProVision, thereby allowing Six Sigma black belts and quality analysts to learn from execution results and leverage that knowledge to fine-tune models, increase project gains, and engage in true full life-cycle Six Sigma for continuous improvement and optimal, sustained results.

The Value of Metastorm

You can now realize more immediate and sustainable ROI from your Six Sigma projects by using Metastorm ProVision as a DMAIC roadmap and project productivity solution, and then using Metastorm BPM to automate, manage, monitor and control these processes. The seamless integration of the two applications as Metastorm Enterprise allows you to leverage real-time process data to analyze, evaluate and make continuous process improvements that will help you realize the full potential of your Six Sigma initiatives.

For more information on how Metastorm solutions can help you, contact us at 1 877-321-META or sales@metastorm.com.

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