



Process Improvement through Optimization & Digitalization: Preparing Processes for Automation with Engage Process Modeler

**presented by
Gosia Kolomanska**

**Government 4.0
LONDON 2024**

Why change your processes ?

ABOUT ME

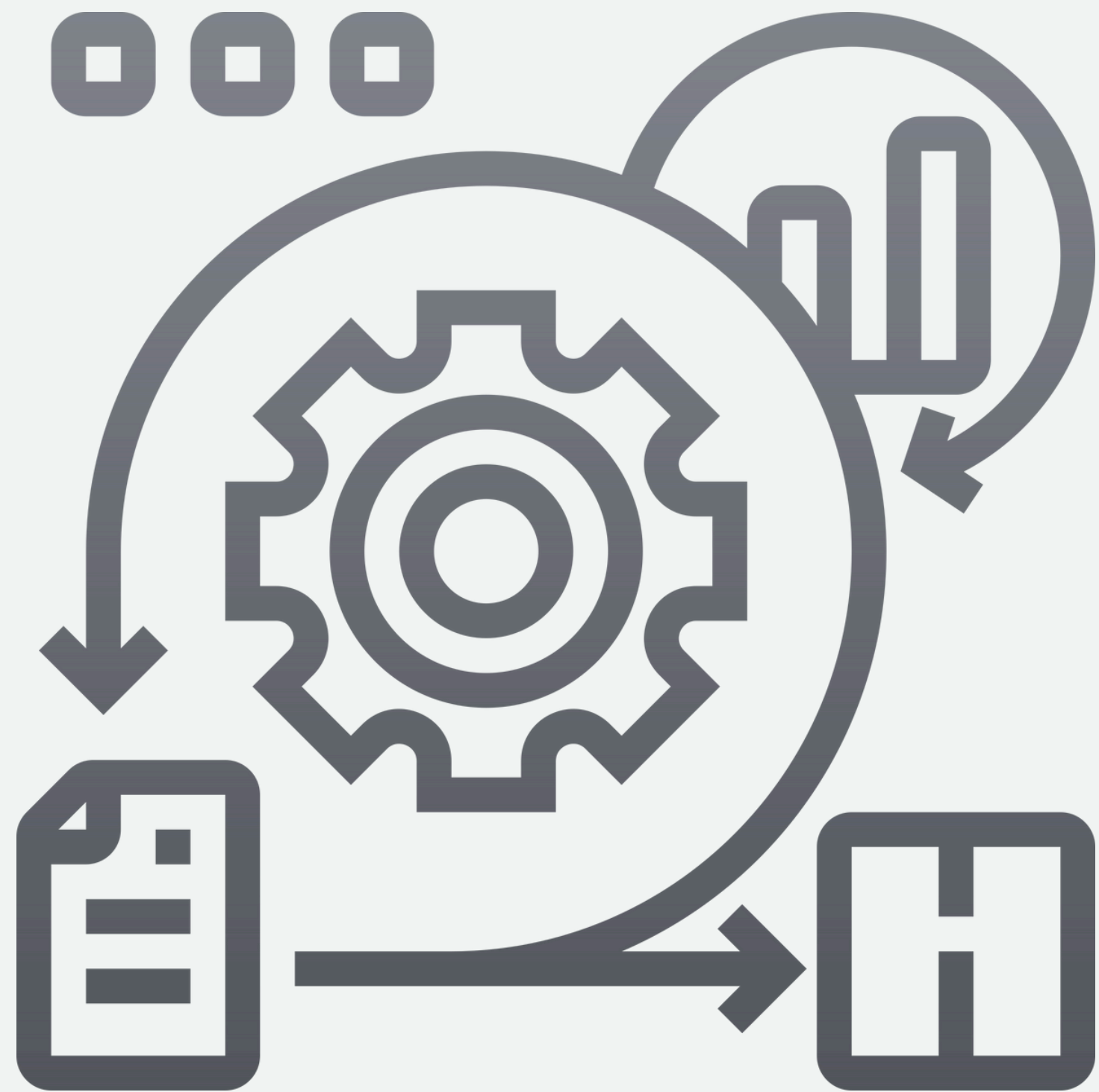
Automation Programme Lead
Digital Transformation Programme Lead
Senior Service Development & Performance
Business Analyst

PhD Faculty of Social Sciences Stirling University
Collaborative project with the National Improvement Service
(in progress)

MSc Lean Six Sigma for Operational Excellence
MRes Applied Social Research
Certified Lean Six Sigma Professional



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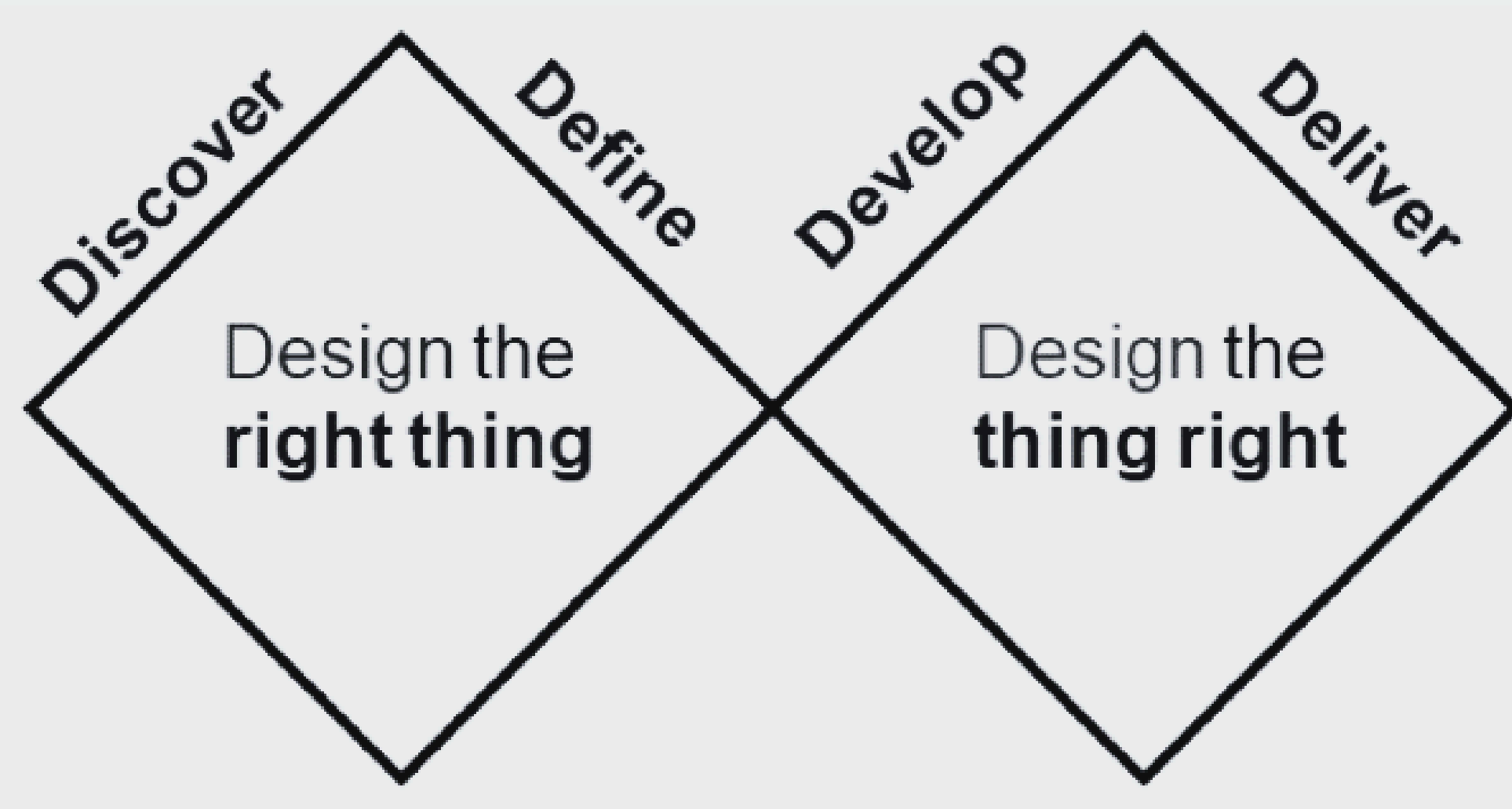


Culture & Environment Agile Approach to Project Management



Culture & Environment Performance and Transformation Strategy

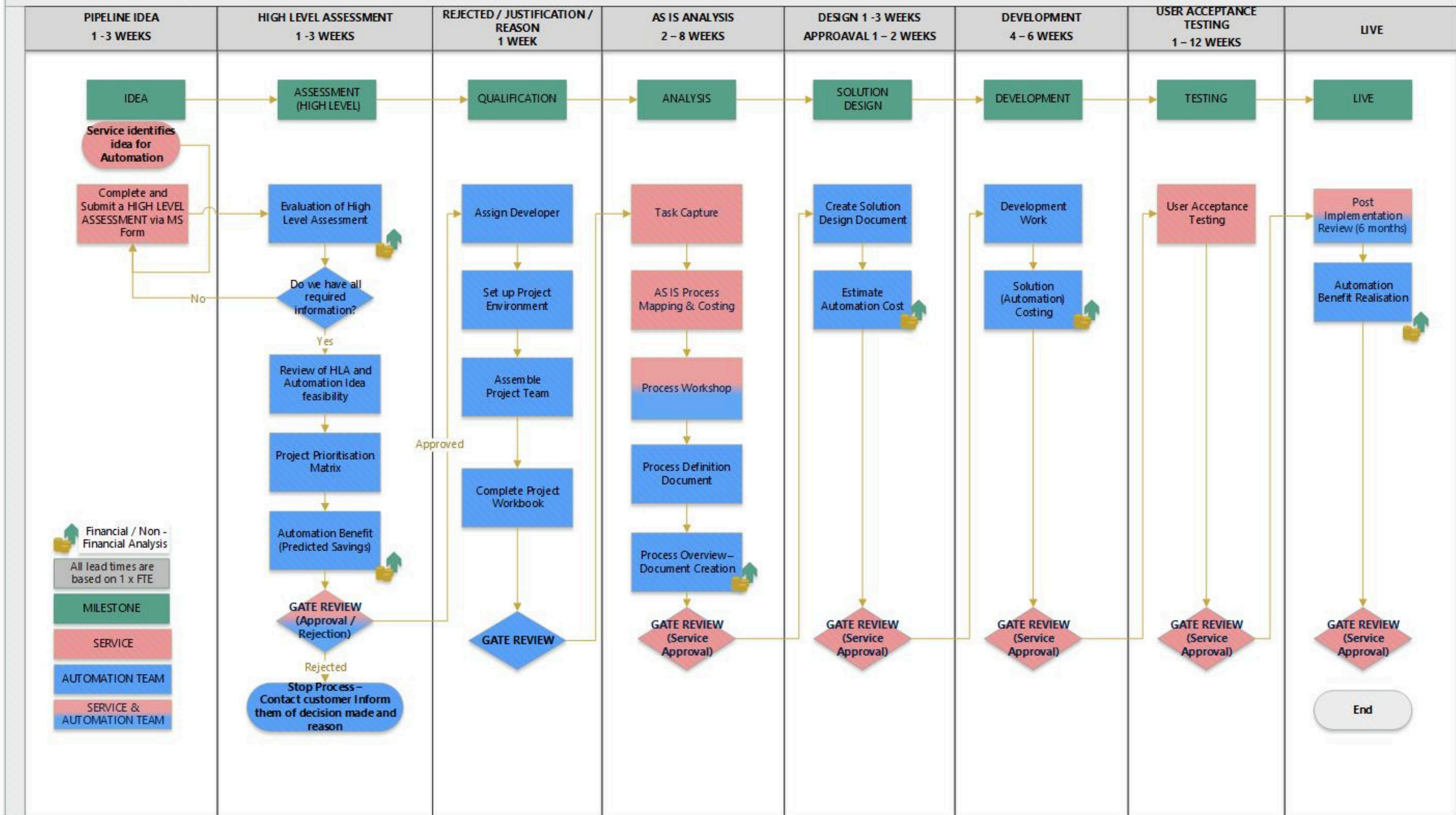
Culture & Environment Scottish Approach to Service Design (SAtSD)



Process Automation Journey

Why automation is even a thing?

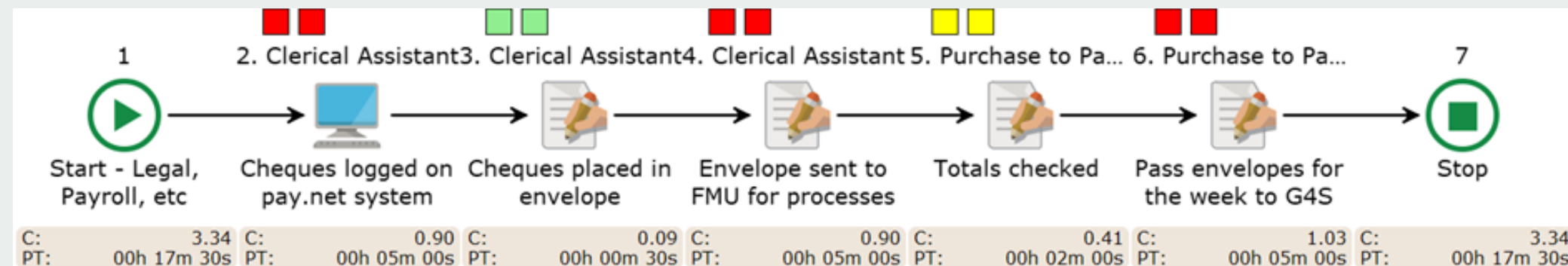
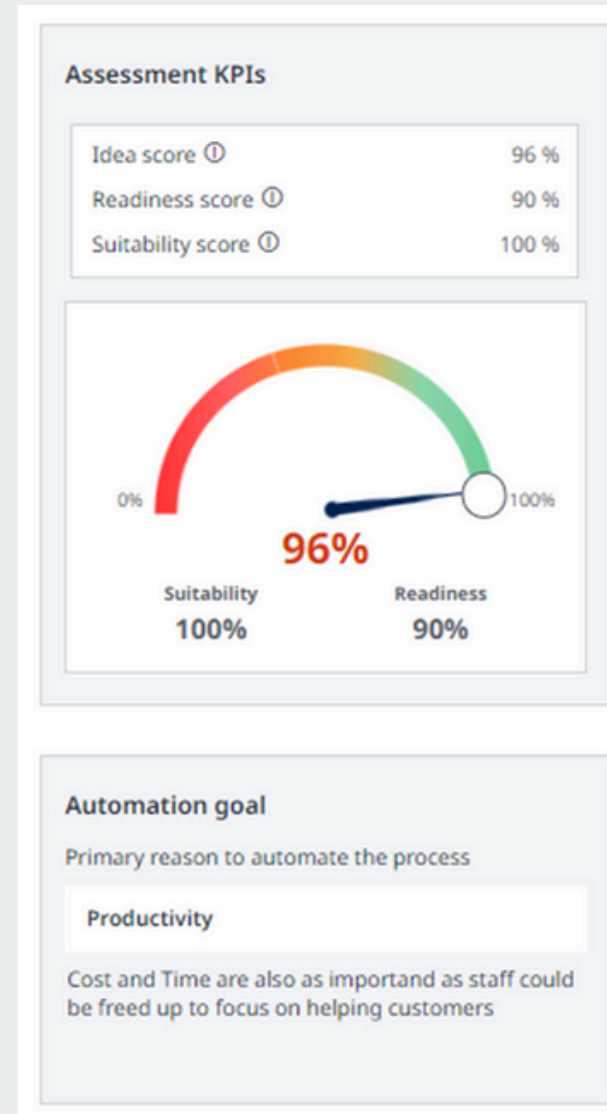
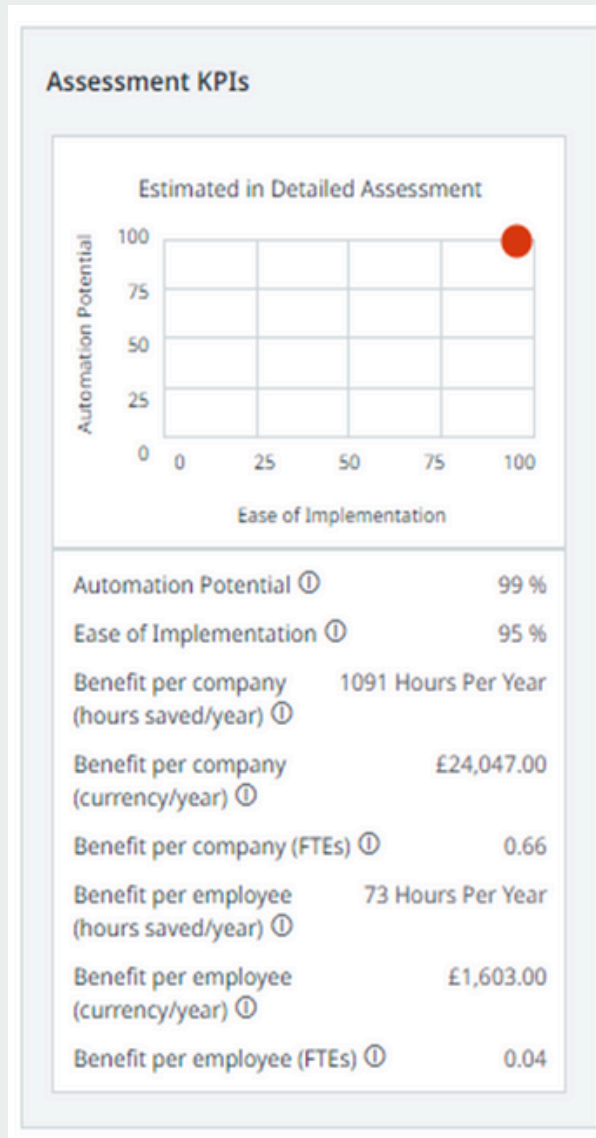
AUTOMATION PROCESS - Cross Functional Flow chart

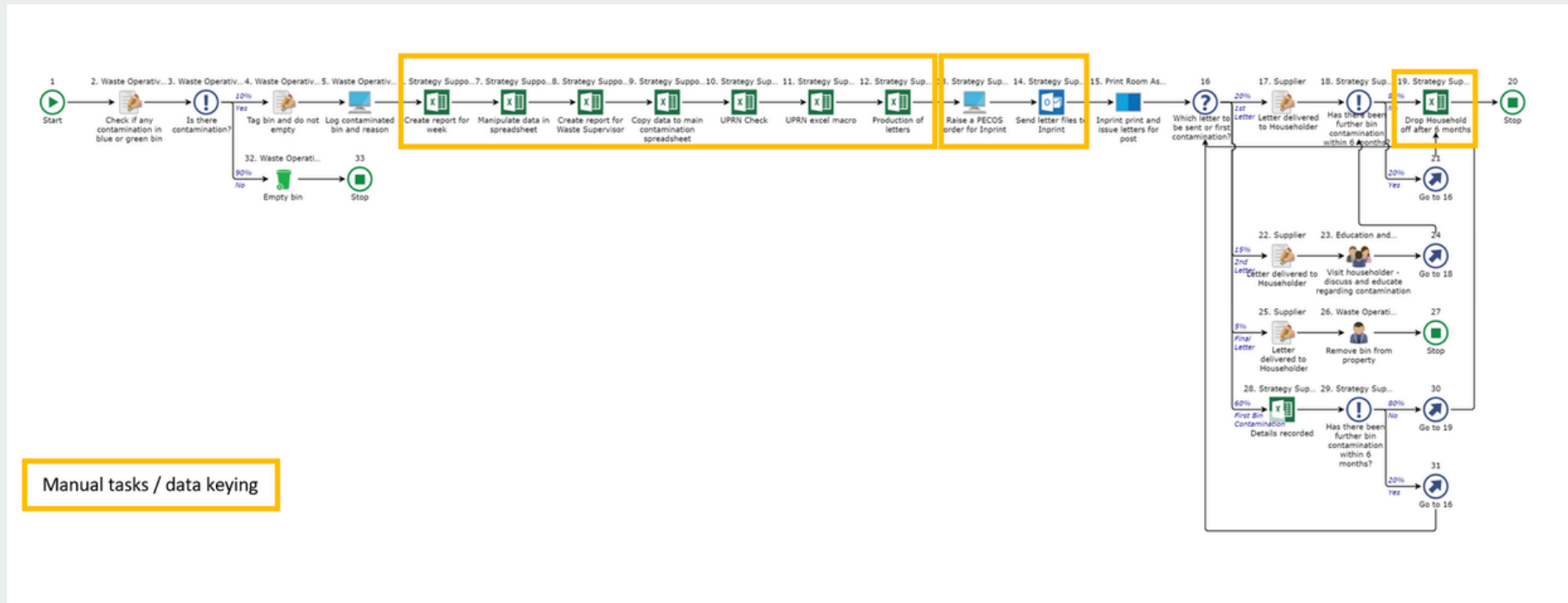


**How do we
start
a conversation
about process
and
how do we identify
areas for
improvements?**

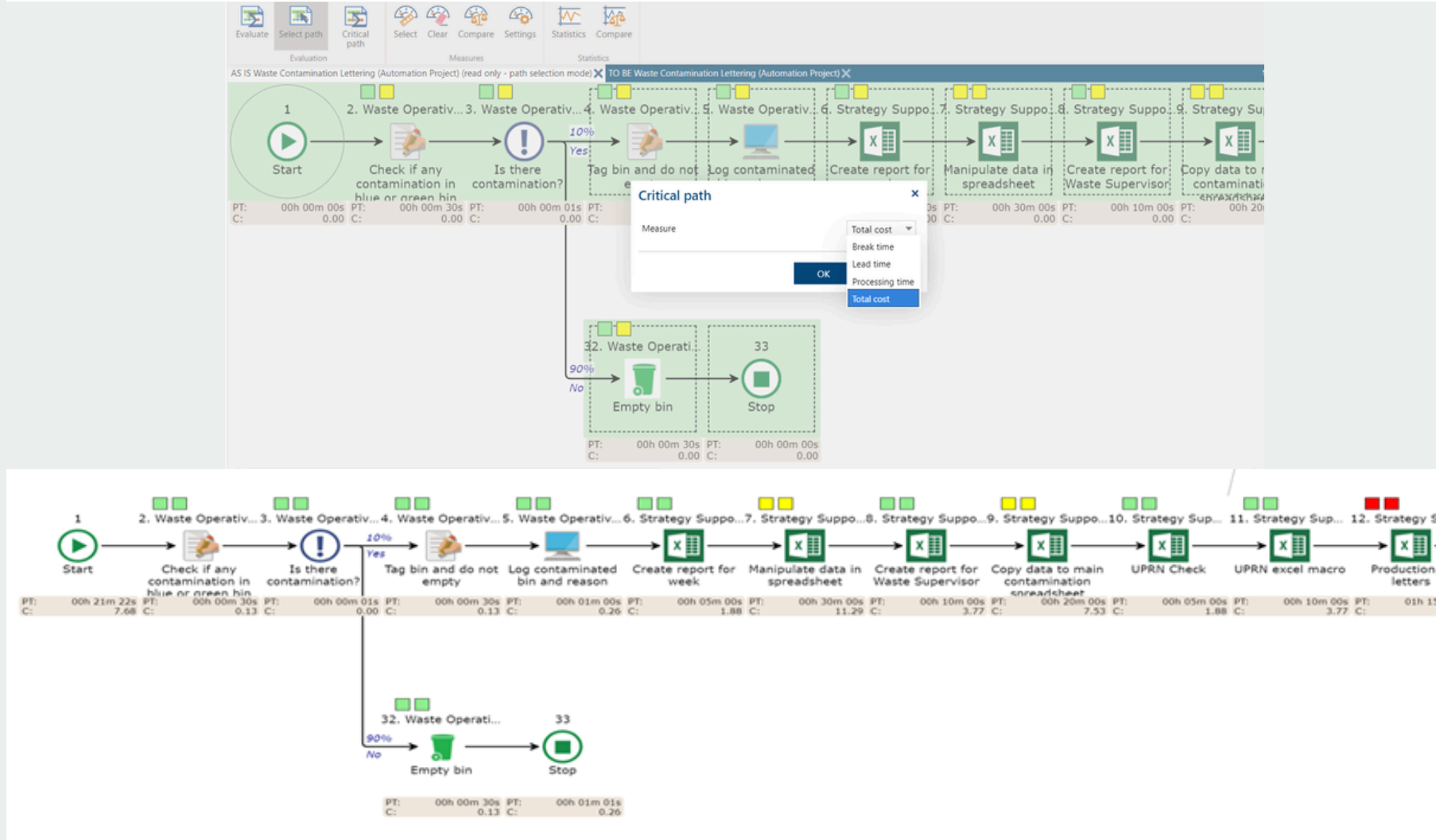
AS IS PROCESS

Insights into the idea for automation and the process



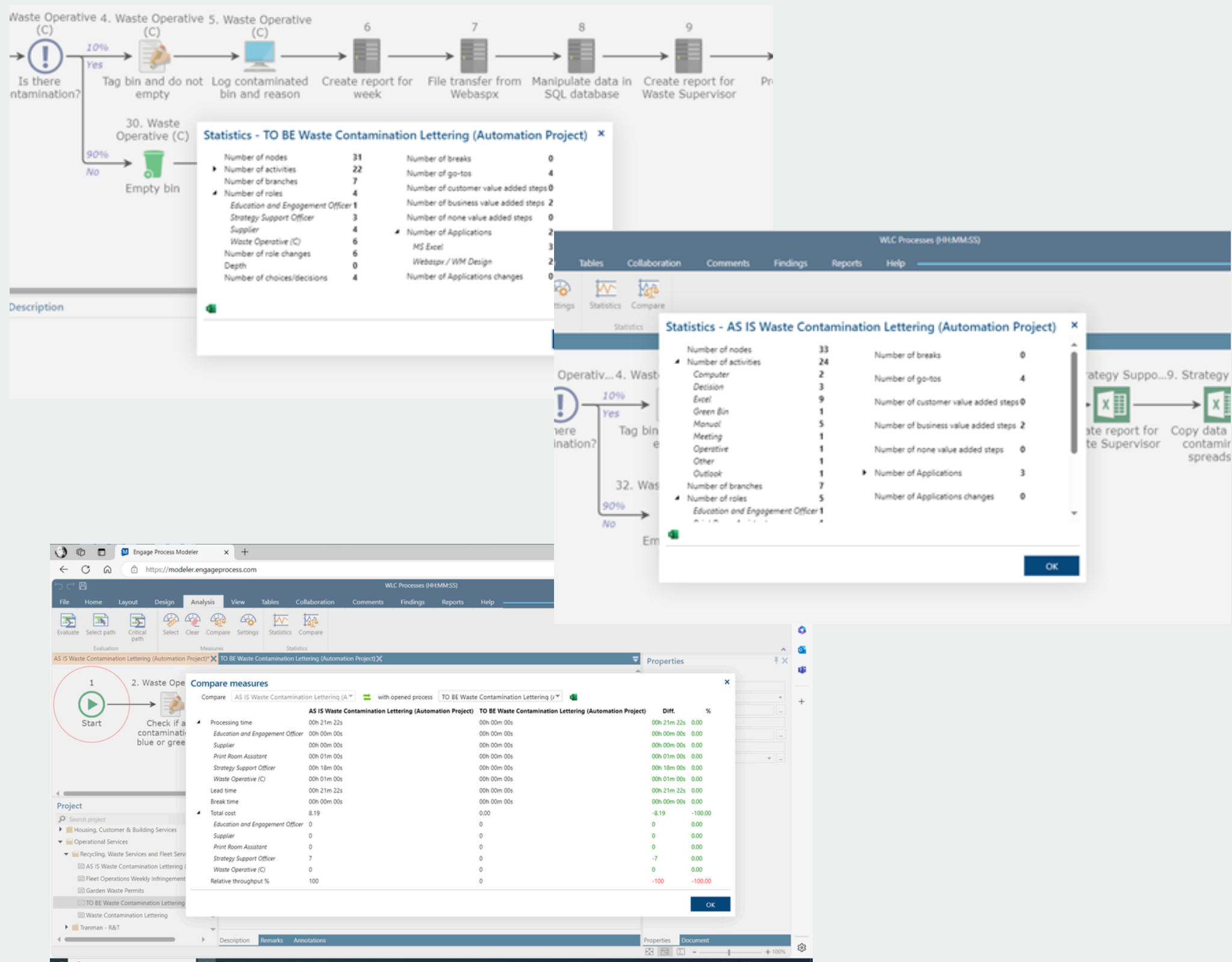


Visual insight
into AS IS
process
supported by
process
evaluation and
statistics

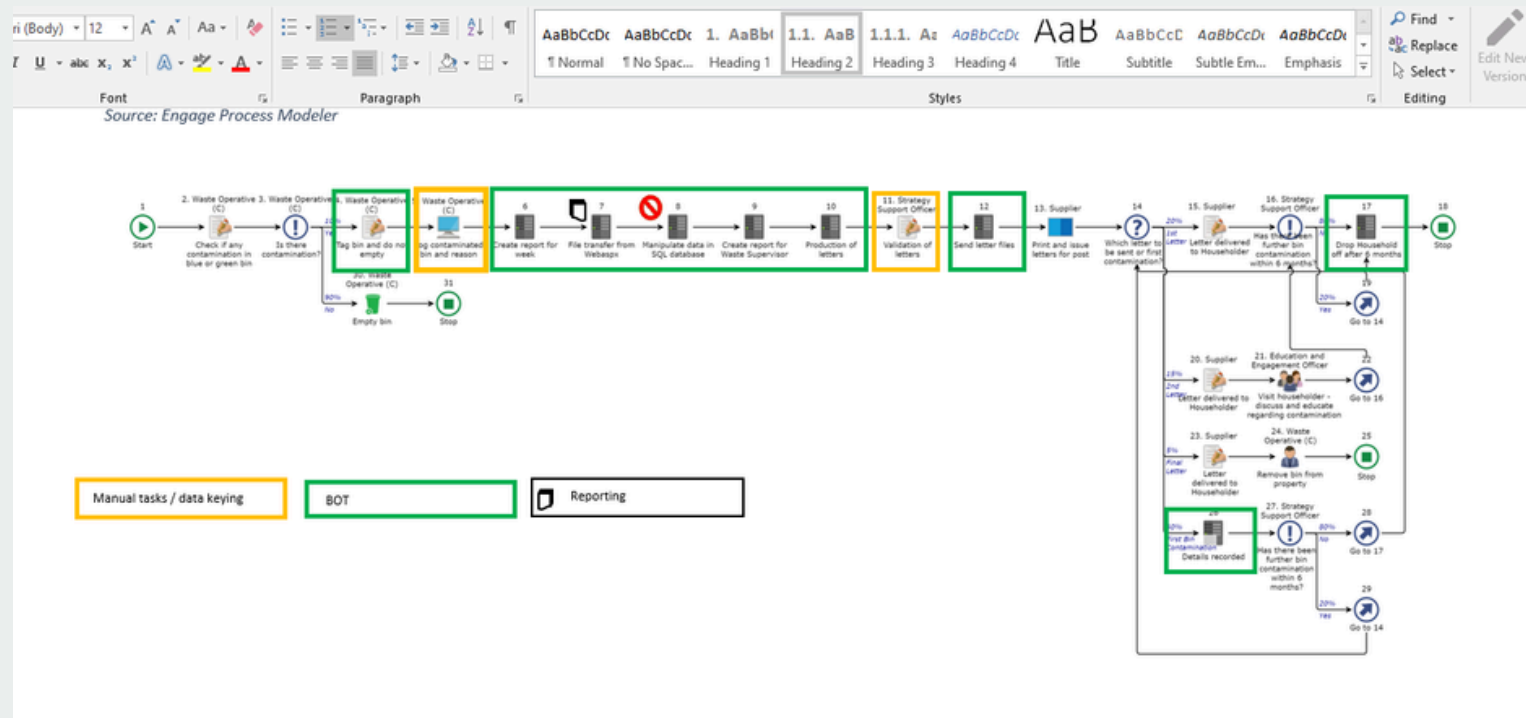
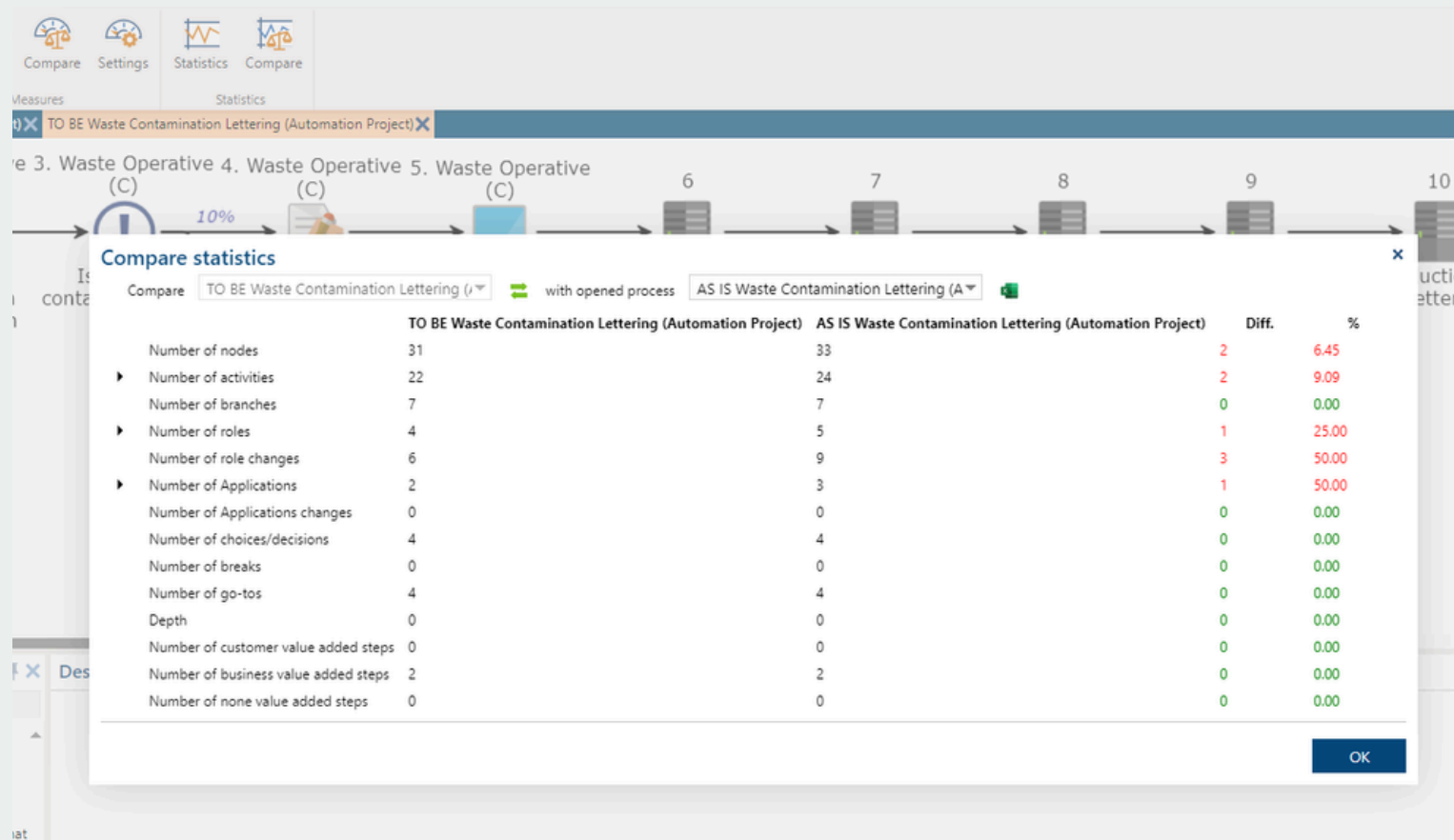


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Exploration into process complexity and examination of structural aspect of the process.



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Identifying potential for improvement by comparing the AS IS with proposed TO BE process

THANK YOU!

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