

# Company-wide Process Documentation with BPMN 2.0

## Highlights

- BPMN for the organisational process documentation
- Selection of a suitable BPMN software
- Training and certification of the team
- Usage of Best-Practice-Guidelines for modelling
- Decentralised process modelling in different departments



## Company Profile

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

## Starting Point and Participants

Due to its significant growth, ESB has decided to push forward the systematic management of their business processes. Within the ESB it was the task of the department of organisational development to tackle the development and implementation of effective BPM governance. Our mission was to support this activity with accompanying coaching, especially with regard to the process documentation with BPMN.

## Project Progression

At the beginning the topic of BPM was discussed in general, a roadmap was developed to introduce the topic and a template for management instructions in order to receive the necessary management commitment for this initiative. Also in this context, the camunda BPM roundtrip was adapted by the Energie Südbayern.

After the first BPMN training of the core project team, we had to choose a suitable BPMN-tool. In order to do so we developed an ESB specific criteria catalogue. Because it was planned to introduce BPMN in the company on a wide basis, at this point of the process we also included the process managers of other departments. This concerned the choice and the weighting of the criteria as well as the evaluation of possible candidates.

Following the successful selection and requirement of a tool, the core project team received a more in-depths BPMN training. In addition we defined suitable modelling conventions for the ESB, based on our Best-Practice-Guidelines. In the following trainings for the more than 20 process managers we imparted the subset of BPMN, defined by the conventions. Thus we avoided that the

complexity of BPMN would be an obstacle to the short-term usage of BPMN on a wide basis. At the same time we built the foundation to formally correct, and towards automation extendable processes. Additionally we developed and introduced a meta-process for creation, quality assurance and release of process documentation.

Towards the end of this start-up phase we prepared the core project team for the OMG Certified Expert in BPM (OCEB) exam. This exam officially certifies the BPM competence which was built within the six months long training.

## Conclusion and Summary of our Services

True to the motto 'helping people to help themselves' we supported the Energie Südbayern to successfully introduce the topic of BPM and especially process documentation with BPMN to their company in a very short time. Our own services were of training the participants of the core project team continuously and put them into the position to manage the introduction successfully. So actually the success of the project cannot be attributed to us but to the committed project team of the ESB. This fact is a most important prerequisite for using BPMN at ESB successfully in the future independent of our input.

## Customer Quote

"Camunda supports us with the introduction of BPMN to our company. This support includes the choice of an eligible tool, the accompanying coaching of our employees and the provision of best-practice guidelines to insure consistent process modelling. We are very satisfied with the service of camunda and enjoy the productive and pleasant cooperation."

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

### camunda services GmbH

Zossener Straße 55-58  
10961 Berlin  
Tel. +49 30 6640409-00  
Fax +49 30 6640409-29  
info@camunda.com  
www.camunda.com