

CoE

Establishing a Successful Process Center of Excellence

What is a CoE?

Team that serves the enterprise-wide process community, providing the highest level of process expertise, stewardship and enablement.

Who should own it?

Wherever the Process and Operational Excellence “Vision and Funding” are found. This is typically within the Finance, IT or strategy groups.

How should it be set up?

It should consist of a Core CoE team with distributed process professionals. This will allow the experts to reside in, and build strong relationships with, the lines of business they serve and the process professionals they coach.

What should they do?

01



Establish a CoE steering committee with senior leadership to ensure communication of standards, process and governance

02



Do Process Owner and Stakeholder assessments with dashboards to create visibility and transparency

03



Lead process work for the largest technology-driven company initiatives and understand where and how Automation / RPA can be used across the enterprise

04



Break down siloed thinking by having a strong relationship with Business Architecture teams

05



Create and socialize a CoE Handbook that defines the current strategy and the roadmap of maturity