

The development and implementation of FAR+ was a measure derived from the results of the IQ MOVE User Feedback in 2011. Target of this measure was to strengthen the already existing role of the Process Owner to ensure continuous improvement of processes, proper process accomplishment at all locations, and comprehensive training of process participants. First results of the evaluation of the FAR+ implementation confirm that the concept helps to improve the system with regards to these aspects, but it is obvious that the simple assignment of the FAR+ roles does not fully enable all employees to perform their roles according to the concept itself. Due to this, additional workshop series have been started to especially support Process Owners and Process Architects by offering a structured process operation concept. This concept was developed based on the generalized IQ MOVE Operational Concept and will be offered to all Process Owners within the next year. Core of this generalized process operations approach is a simplified process lifecycle which is supported by BPM tools and methodologies.

With regards to the overall setup, auditors (e.g., EN9100/9110) distinguished IQ MOVE as industry benchmark for the implementation of a process-oriented management system which is operatively used by 20,000+ employees and managers around the world.

References

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2. Kettenbohrer, J., Beimborn, D., Kloppenburg, M.: Developing a Governance Model for Successful Business Process Standardization. Proceedings of the 19th Americas Conference on Information Systems (AMCIS), Chicago (IL) (2013)