

Business Process Management with ADONIS

GIP project (innovation process)

Company profile

Correos, the largest company in Spain (65,500 employees) is the leader of the Spanish postal market with more than 10,000 service points.

Correos is the first logistics and transport company in Spain. It annually manages more than 5,900 million items, reaching 19 million homes and 2 million companies.

The company makes one of the most important annual revenues, around 2,000 million Euros.

Starting point

Correos faces an open and competitive market, where the effect of replacing the physical by the electronic mail has had a significant impact on the business. The clients, and the society in general, are demanding day by day more quality in the services.

The strategy of Correos as a company is to confront these challenges in Quality with Efficiency.

« ADONIS has served to organize, define and standardize Correos' processes as well as all associated information »

(Regina Defarges, Subdirector of Organizational Department)

BOC's involvement

- Correos got the need of using an integrated process management tool. ADONIS was exactly covering their needs within the company.
- The initial support of BOC, helped to adopt their process methodology (Correos ad-hoc) through the ADONIS customizing: After that, BOC migrated successfully 120 existing processes into ADONIS.
- 90 process designers were trained for the next modelling tasks, collecting then enough information to build up step by step a global process map.

Process Web as a internal communication tool

Deployment of the internal know-how with Process Web:

- Channel for all queries related to processes (documents, organisational structure, systems, products...)
- Process Web will be a reference for everyone, regardless of their geographic location.



Facts and figures:

Company name

Correos

Headquarters

Madrid

Employees

65,500

Industry

Logistics and transport

Website

www.correos.es

Project name:

GIP

Project Goal:

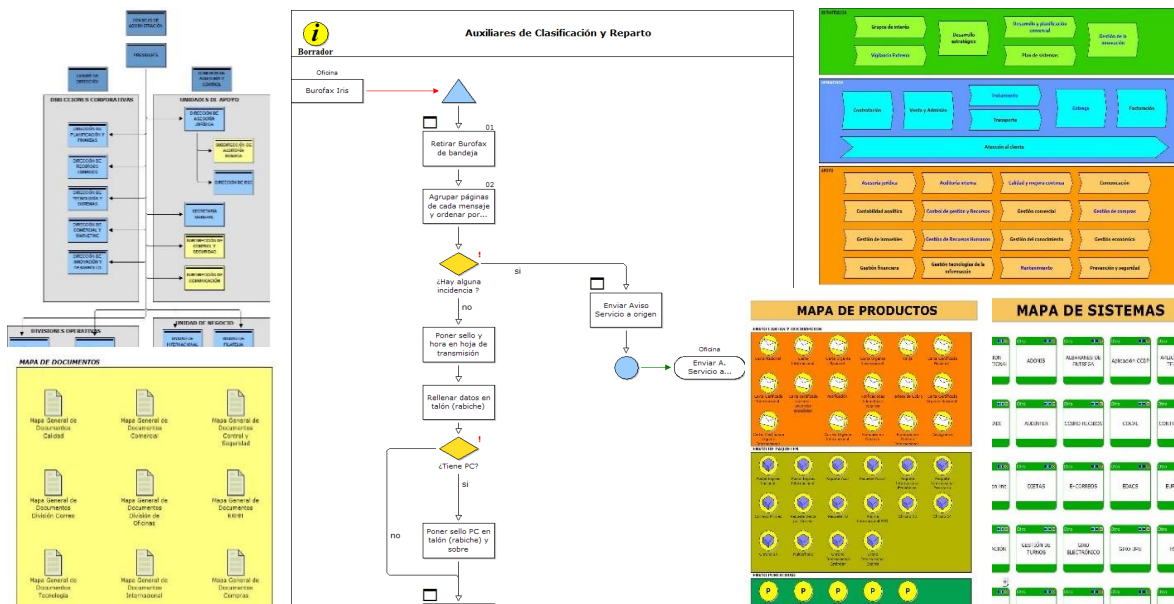
ADONIS implementation

Results

- Establishment of an essential knowledge source within the organisation.
- Solid basis for development of new applications. “Input” for the functional analysis, providing a way to analyse the current processes (as-is) and defining further changes (to-be)
- Process modelling has eased the non-valued activity identification, opening a door to continuous improvement, reengineering and innovation projects.

Process modelling:

- Organisational Process overview, identifying the key processes and assigning responsibilities. During the modelling phase first redundant or non-valued activities/tasks can be identified.
- Deployment of the organisational structure until the necessary levels in each department were reached, including mission and principal functions. This source allows the generation of an organisational structure book.
- Documents, instructions, etc. have been centralized by updating tasks already existing in Correos, resulting in several documents, manuals and form catalogues.
- An information system collection was compiled, which made the new system catalogue emerge.
- Additionally a product map was built up, with the aim of having a vision of “which processes support which products”, highly useful in Correos, in respond to a requirement from the President of the company.



« Our department draws up a Plan of Excellence and Innovation biannually, reflecting the next performances in matters of quality, excellence and innovation. This plan is based on the operative of the information included in ADONIS »

(Susana Cuervo, Innovation, Development and Network Services Management)

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