

How can you motivate employees to be highly productive?

The complex environment in which production companies have to function brings about many challenges. These challenges are understood mostly in economic terms based on the time-cost-quality triangle. Thus, the human aspect of the equation, the workforce, is often neglected.

While worker satisfaction, motivation and empowerment have been recognized as critical for healthy production organizations, these human factors are often viewed at odds with the economic goals of a company. The goal of the Subject-Orientation for People-Centered Production (SO-PC-Pro) project is to introduce different views on cost cutting and productivity increases. The SO-PC-Pro project is stipulated within EU's 7th Framework Program, under the specific program Cooperation. The consortium consists of 11 partners from Germany, the United Kingdom, Switzerland, Italy, Slovakia, and Mexico led by the lead partner Johannes Kepler Universität in Linz. Project implementation began on October 1, 2013.

Subject-oriented business process management

This approach was developed by the founder of Metasonic AG., Dr. Albert Fleischmann. At the center of this approach are the employees (subjects) and the way they communicate with each other. Business users can now describe their processes and applications from the design stage all the way to implementation without outside help or any

need for programming. This leads to greater transparency and a creative environment in which every employee is continuously motivated to contribute his or her suggestions for optimization. The essential point is that participants can communicate with each other to structure and coordinate their collaborative activities in such way as to achieve the desired process result.

All the necessary regulations and company specifications are built into the model from the very beginning, so that the processes become, in effect, compliance tools. This is possible only by keeping process logic, rules, data, roles and organizational units clearly separate from each other. It also forms the basis of risk management, because it minimizes risks through greater transparency and maintains quality at the same level at all times.

Processes are a form of organization, and organization equates to communication. Only in this way can processes be modeled meaningfully, in 1-to-1 correspondence with reality, in a single model. This gives every business user the ability to move from process to completed

application in just three steps:

1. Model – with only five symbols

All process user models their processes and defines the services that they need to complete their tasks efficiently.

2. Integrate – and fit right in

The business user simply links their process models with existing IT applications and integrates them into the organization. Using Business Objects as an interface allows the modeler to bring different data sources and link them with processes.

3. Execute – just press play

Employees execute their processes exactly as modeled. This means that an executable application for work-flow control is generated automatically from the business process description. They are guided through the tasks to be completed on a portal, step by step, in accordance with compliance rules.

Each individual knows exactly what their tasks are and when they must complete them or with whom they must communicate in order to complete them. Each stage of a process step can be measured precisely and compared immediately with the standard values in the model. This means that process users are always given real information about process runtimes, critical paths and resource bottlenecks.

Overview of the advantages:

- Using only five symbols, com-

plex process applications can be created, changed on the fly, and executed immediately within a few hours

- Employee communications play a pivotal role
- Employees can react quickly and flexibly to changes
- Employees are highly motivated
- Process logic can be immediately validated interactively and then executed in a process portal
- Seamless integration into the IT landscape and easy plug-in to existing IT applications
- The economic benefits can reach millions of Euros annually

The SO-PC-Pro project will apply this methodology to modeling processes and interactions in the production domain for the first time, resulting in a new set of ICT-based technologies that will support people-centered workplaces in three ways:

1. Through developing new human-machine interactions that allow for higher degrees of worker autonomy
2. Through empowering workers to re-design their own workplaces using intuitive design methods and collaborative tools
3. Through seamlessly integrating production and business processes to enable more adaptable workplaces throughout the whole enterprise

The goal of the SO-PC-Pro project is to develop methods and tools for holistic design and management of workplaces in production companies, thereby aligning business goals and human needs in a not-so-distant future.



Renáta Kiselicová
CEO,
Centire s.r.o.

