

## Case study

## La Poste - Belgium




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## Profile

*The Belgian Post has 1,352 post offices and employs 4,500 staff. Besides traditional mail and parcel processing and delivery activities, La Poste also sells third-party products, provides financial services, and performs internal functions such as money transfers and data processing.*

*"In the era of deregulation and continued opening up of markets in Europe, increasing our efficiency and sustaining our profitability in order to become the preferred partner by delivering quality services and customer care every day."*

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## Further info

[www.post.be](http://www.post.be)

The Retail Department of La Poste in Belgium has a very pragmatic approach: each time a given situation requires study on a specific subject, we model the process in a simple and concise way. By doing so, it feeds directly into a process inventory available to everybody. Corporate Modeler makes this approach possible and allows us to easily manage tasks at an "end-user level" as well as the interconnections between the different entities within La Poste.

## Challenge

- Implementation of a Process vision at the Retail level to increase its medium-term efficiency by sharing clear and up-to-date documents.
- Implementation of Quick Wins directly issued from the project (communication, procedures definition, change requests ...)

## Solution

**Phase 1:** We established an inventory of all our end-user tasks based on existing documentation. This inventory allowed us to create a reference database in which we can now locate every process modelled or to be modelled.

**Phase 2:** We created a template process model in Corporate Modeler to allow us to model processes in a clear and uniform way. At this point, when discussing process with other business units, we detected and formalized interactions between the other units' services and ours.

**Phase 3:** We identified every "end-to-end" process modelled, which means covering all entities that interact with each process. This approach will generate a "Corporate" vision of end-to-end processes and an approach to continuous monitoring of all processes within La Poste.

## Results

- Better insight into our end-users tasks.
- Improved access to information on processes.
- Reference capability and a single representation of all processes inside the company.

## Why Casewise?

Corporate Modeler offers a wide range of features (templates, simulations, HTML publication, reporting...). At the same time, this solution is very easy to use for beginners. Corporate Modeler offers a pragmatic insight into process management as practised in La Poste.