



SOFTWARE PROCESS IMPROVEMENT NETWORK

NOVEMBER 2001 EVENT

Topic	Becoming a Process-Based Organization
Presenter	Susan Schincariol Practice Leader, e Business Strategy & Change, IBM Global Services
Summary	<p>This presentation explores the topic of enterprises moving from an ad hoc and hero-based culture to one that is more process-based. Of the continuum that exists from process automation to human interaction, Susan will emphasize the human element of process management. In doing so, Susan will cover the following topics, based on her experience with clients in designing and deploying processes in enterprises:</p> <ul style="list-style-type: none"> • A definition of the spectrum of process management • Factors impacting the degree to which an organization evolves to a process-based culture • Process infrastructure – putting the pins in place • Critical Success Factors – what's really important for getting started • Lessons Learned
Biography	<p>Susan Schincariol has worked with clients across multiple industries and within multiple business functions for over eleven years. She provides management consulting expertise that promotes organizational effectiveness, often by helping organizations change their behaviors in a process-based setting. Having worked for both IBM U.S. and IBM Canada, as a Practice Leader Susan has combined her expertise in process management with expertise in strategy, application development effectiveness, program governance and project management. Susan's background includes a Bachelors Degree in Molecular Biology from Purdue University followed by a Masters of Business Administration degree in Marketing from Indiana University where she was an IU School of Business Merit Fellow.</p>
Date / Time	<p>Thursday, November 15, 2001 13:00 – 16:00 (Doors open at 12:30)</p>
Location	<p>IBM Canada 3600 Steeles Avenue East Markham, ON L3R 9Z7</p>
Registration	http://www.TorontoSPIN.com
Future Events	January 2002, April 2002