SAP Process Architecture

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Background

Our department runs on an agile approach to SAP user enablement, which demands precise coordination and a standardized way of working. It is also tightly integrated with all of the company’s core activities. Given how process-intensive the operation is, we needed to streamline and optimize these procedures, improve documentation, establish performance metrics, and align internal customers and suppliers. The goal was to capture opportunities to improve flow and efficiency in the work.

Solution

In collaboration with Imppulsor, we optimized our work processes and documented them using BPM 2.0 notation, aligned with ISO 9001:2015. We developed detailed performance metrics, added quality controls, and launched an internal training program. This program ensures all users effectively adopt the new procedures, improving operational efficiency and flow.

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Working with Imppulsor allowed us to significantly optimize our processes and documen
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Source: https://imppulsor.com/casos-de-exito/sap-process-architecture/