

The background of the slide is a photograph of a large, white, cylindrical industrial storage tank. A large, red, diamond-shaped logo with the word "DOW" in white, serif capital letters is prominently displayed on the side of the tank. The sky is blue with some light clouds. In the foreground, there is a chain-link fence and some dry grass.

DOW

DEMI BRACKE


STREAMLINING THE IMPLEMENTATION PROCESS IN DOW'S ENTERPRISE DELIVERY DEPARTMENT

**VISUALIZING AND OPTIMIZING EFFICIENCY
FOR ENHANCED PERFORMANCE**

HZ UNIVERSITY OF APPLIED SCIENCES

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1. INTRODUCTION

Organizations are continuously looking for methods to streamline their processes, improve efficiency, and drive development in today's fast changing business market. The implementation process is one that frequently creates difficulties, as complexities, dependencies, and a lack of visibility can hinder progress.

In today's dynamic and fast changing world, successful projects and programs are critical for organizations aiming to achieve their goals and objectives. The implementation process is complex, including multiple stakeholders, complex workflows, and a wide range of challenges. The Enterprise Delivery department of Dow might benefit from the visualization approach that offers a full step-by-step view of the implementation process which can be used to efficiently manage the process.

Within the Enterprise Delivery department, visualization techniques can be a significant tool as the implementation process is critical to providing successful outcomes. Stakeholders acquire an in-depth understanding of the interdependencies, crucial milestones, and any bottlenecks involved by providing a visual picture of the implementation process. This comprehensive view promotes more informed decision-making, greater communication, and quicker team coordination.

After conducting research into the onboarding process, the phases, deliverables, and steps of the implementation process, and setting out a survey within the department, an answer to the main research question has been formulated and worked out. This proposal presents a visualization of the implementation process of the Enterprise Delivery department of Dow together with useful recommendations on how to make the process more efficient. By making use of this visualization and the formulated recommendations, the Enterprise Delivery department of Dow can develop themselves further and become more efficient.

The structure of the proposal will begin by delving into the main research question and its solution, followed by a description of the visualization techniques to be used. Finally, the recommendations based on the insights gained from conducting research will be presented together with plans on how to implement these.



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2. RESEARCH QUESTION

How can the process of a project of the Enterprise Delivery department at Dow be visualized and become more efficient?

3. SOLUTION

'VISUALIZED'



SWIMLANE

**'MORE
EFFICIENT'**



**RECOMMENDATIONS +
IMPLEMENTATION PLANS**



3. SOLUTION

SWIMLANE

I am delighted to offer to you the swimlane diagram of the implementation process of the Enterprise Delivery department, a powerful tool that will shed light on the complexities of the implementation process.

As we engage on the process of adopting a new system, program, or project, we are confronted with an extensive list of duties, responsibilities, and stakeholders that must all work together. Understanding the flow of operations, team handoffs, and the overall sequence of events is critical for a successful implementation. The swimlane diagram comes into play here.

The swimlane diagram is a communication tool that allows for effective coordination and alignment among the various teams involved. By establishing a shared visual language, it facilitates a common knowledge of the process and promotes open communication, resulting in smoother transitions, a faster grasp of the process, and consequently an improved onboarding experience.

Finally, the swimlane diagram is a strong tool that will allow us to negotiate the difficulties of the implementation process confidently and clearly. As we continue the journey to a successful implementation, let's embrace this visual foundation.

RECOMMENDATIONS + IMPLEMENTATION PLANS

I am thrilled to share with you my carefully crafted recommendations and the accompanying plans for their successful implementation. Recommendations and their implementation plans are vital components in any improvement process. Recommendations are actionable suggestions that address specific areas of improvement, while implementation plans outline the steps and strategies needed to execute those recommendations effectively.

By following the proposed recommendations and implementing the corresponding plans, the Enterprise Delivery department can enhance their operations, streamline processes, and achieve desired outcomes. These tools serve as a roadmap for success, guiding the department in their journey towards improved performance and increased efficiency.

These recommendations have been thoughtfully developed based on extensive research and analysis, aiming to address specific areas for improvement. With a clear focus on achieving tangible outcomes, the implementation plans outlined will provide a roadmap for effectively executing the recommended actions. I am confident that these proposals, when combined with the strong implementation plans, will establish opportunities for positive transformation and enhanced performance.

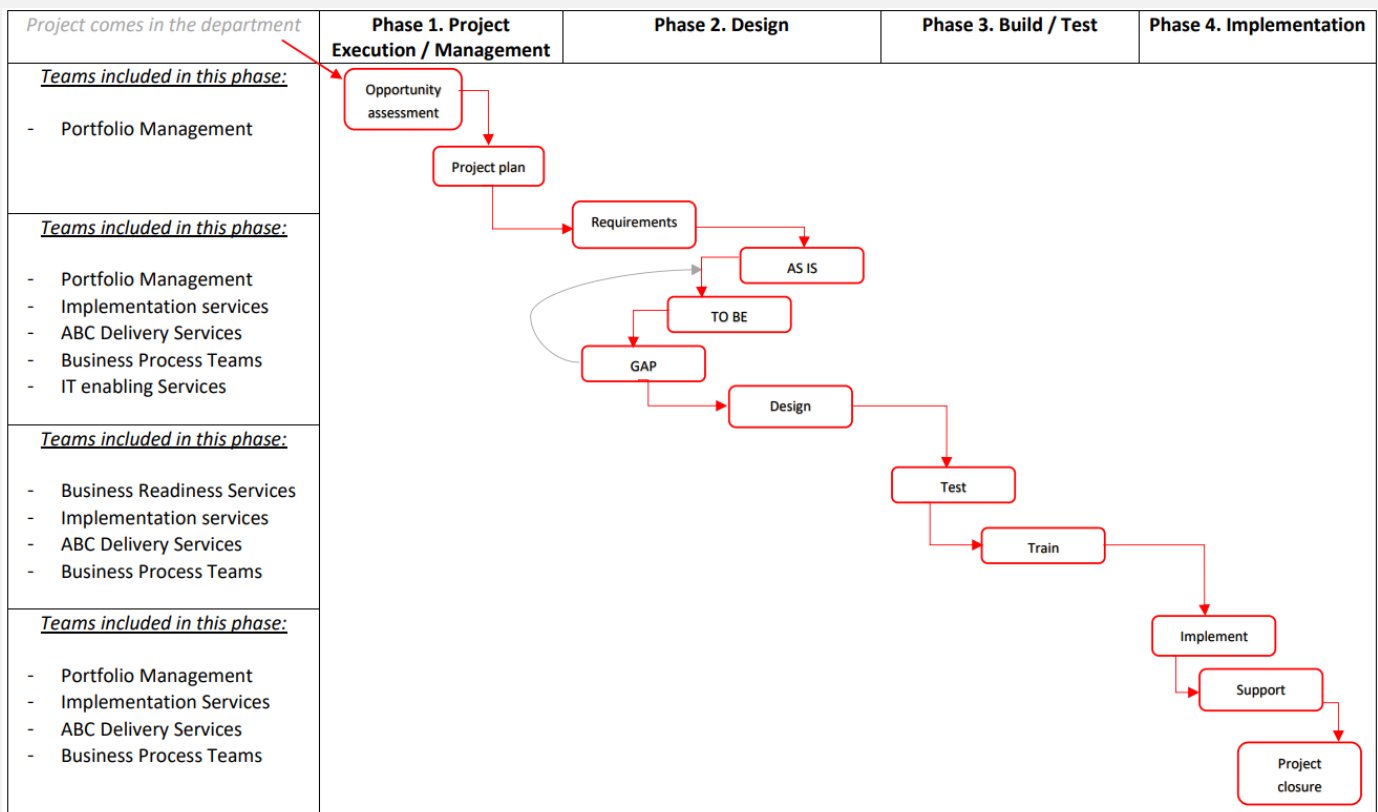




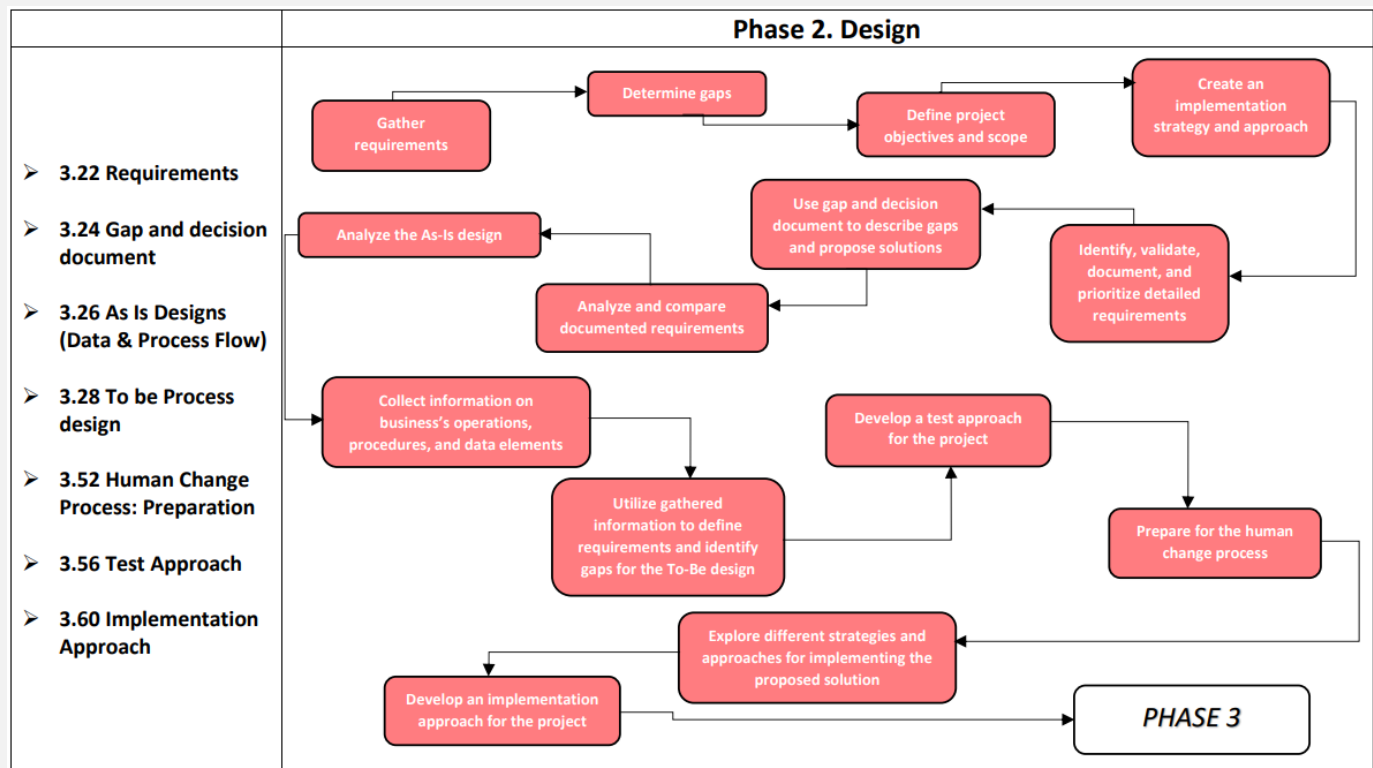
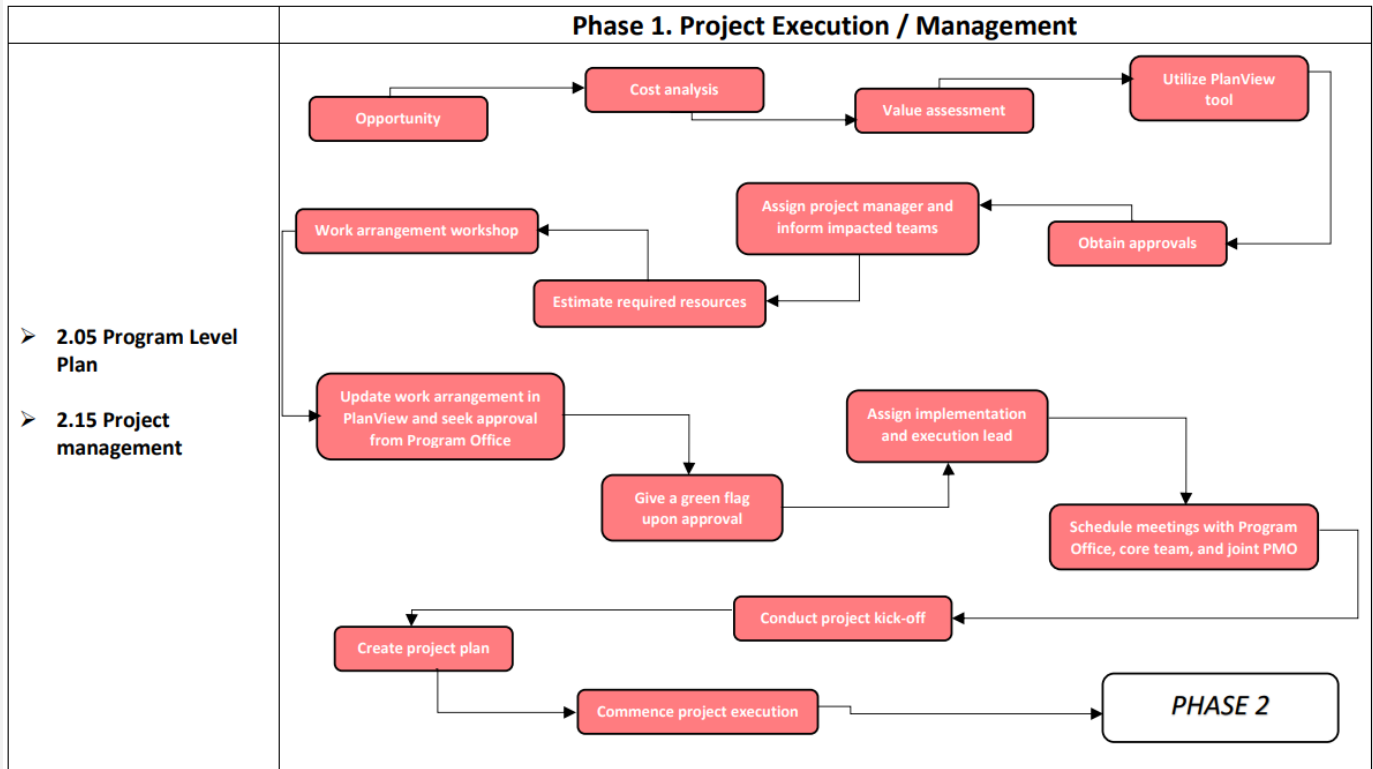
3.1 SWIMLANE

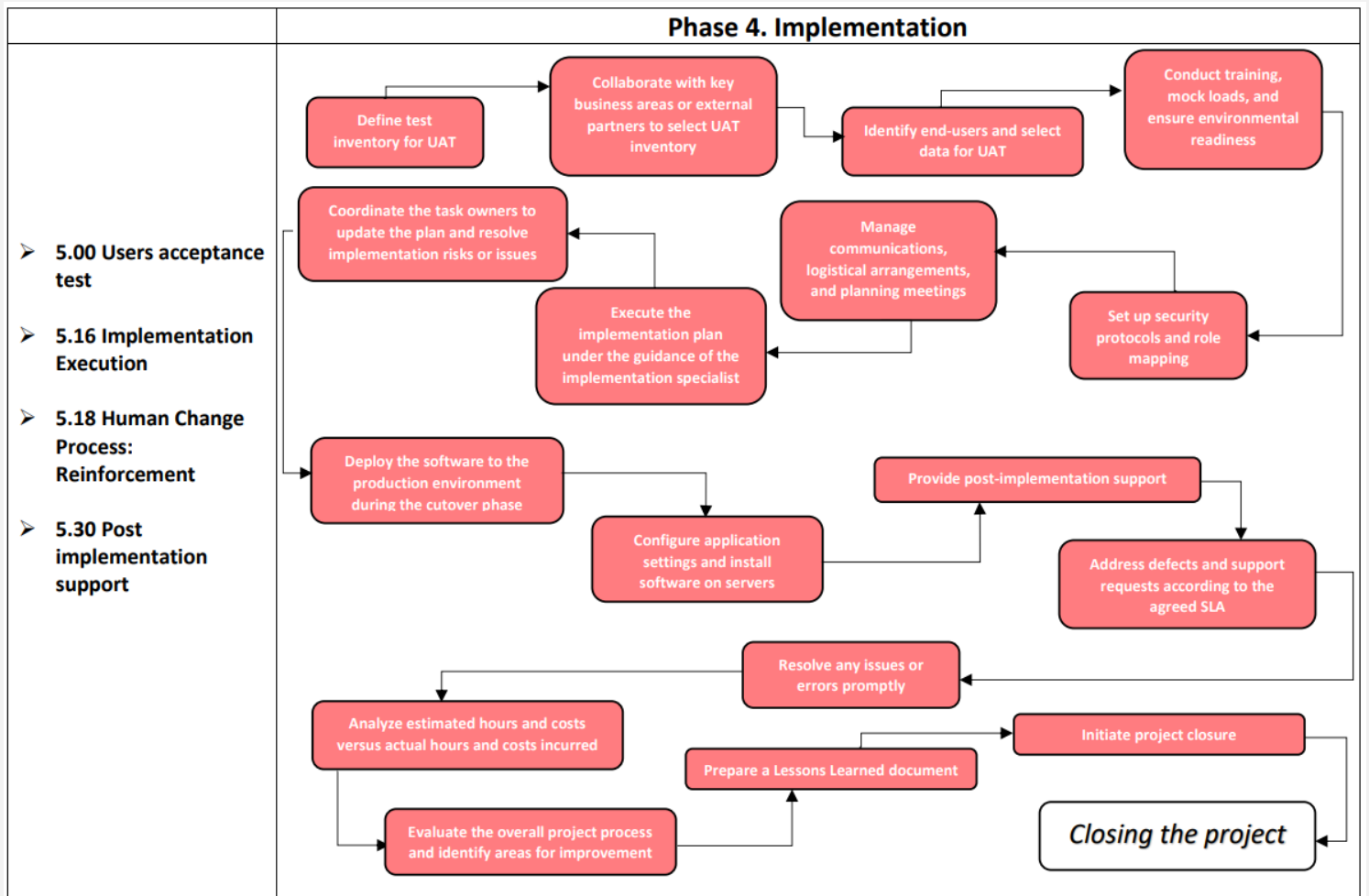
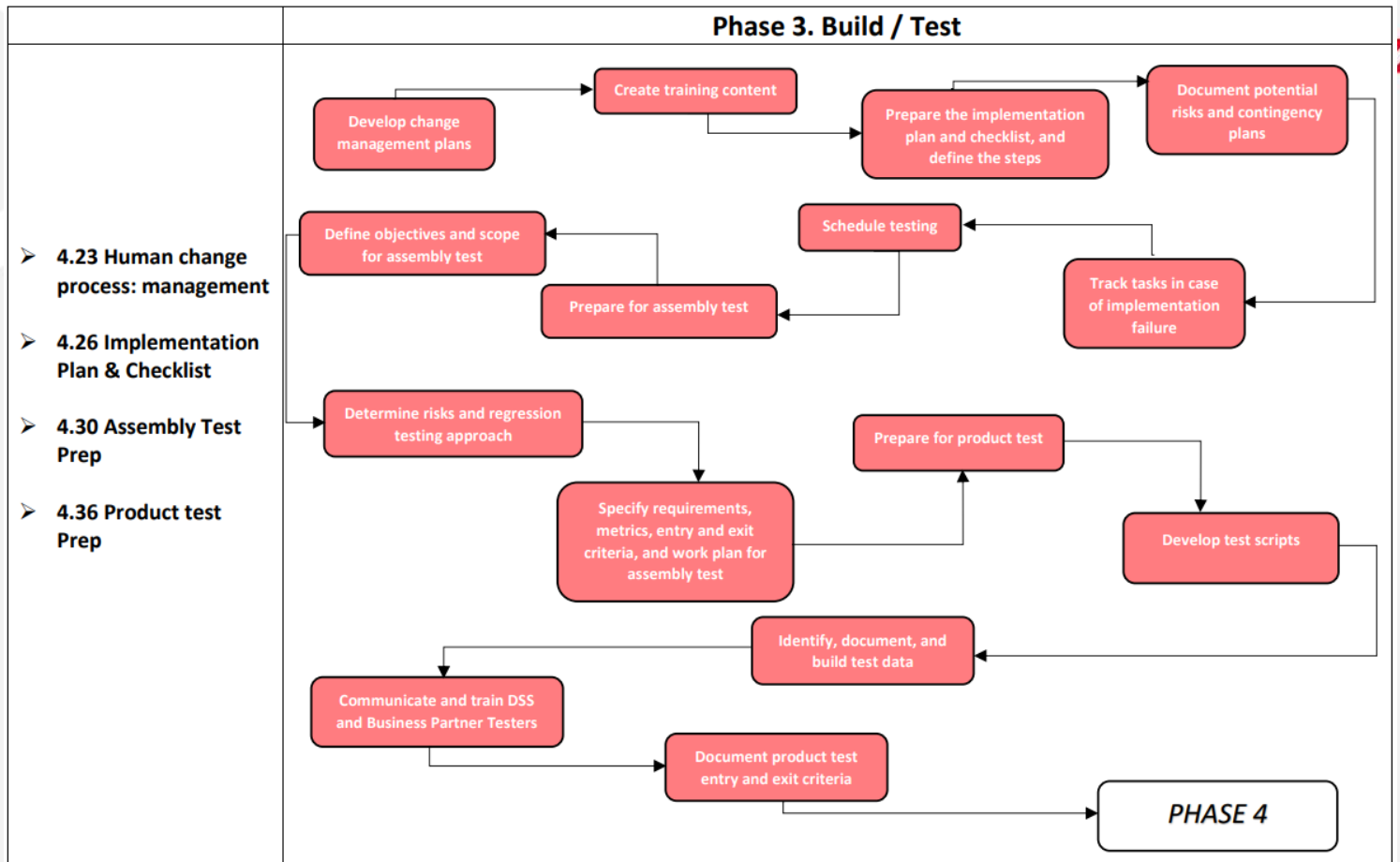


3.1.1. OVERVIEW IMPLEMENTATION PROCESS



3.1.2. SWIMLANE PER PHASE







3.2 RECOMMENDATIONS





3.2.1. MY RECOMMENDATIONS

1.

**IMPLEMENT THE COMPREHENSIVE
KNOWLEDGE TRANSFER (KT)**

2.

**IMPLEMENT A BETTER ONBOARDING
PROCESS**

3.

**ADOPT A HYBRID AGILE-WATERFALL
PROJECT MANAGEMENT
METHODOLOGY**

4.

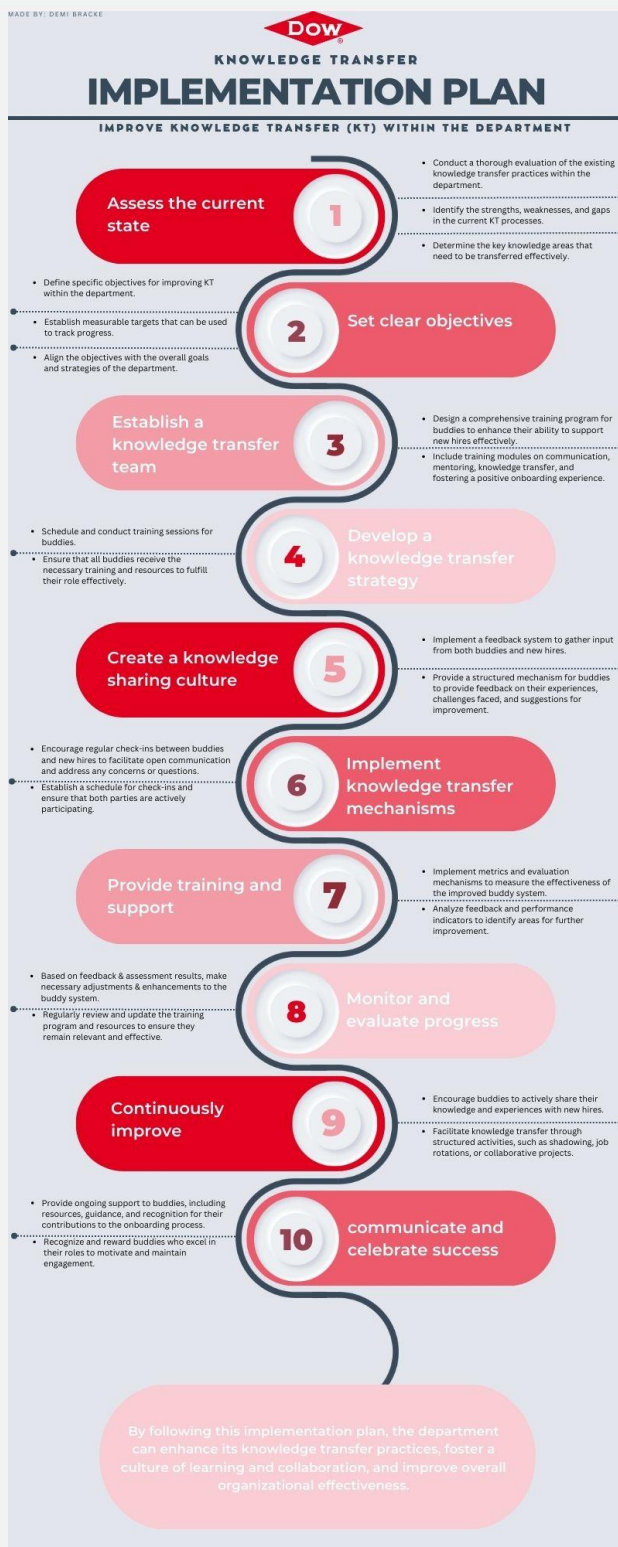
**UPDATE THE TEST MANAGEMENT
TOOL (ALM)**



3.3 IMPLEMENTATION PLANS



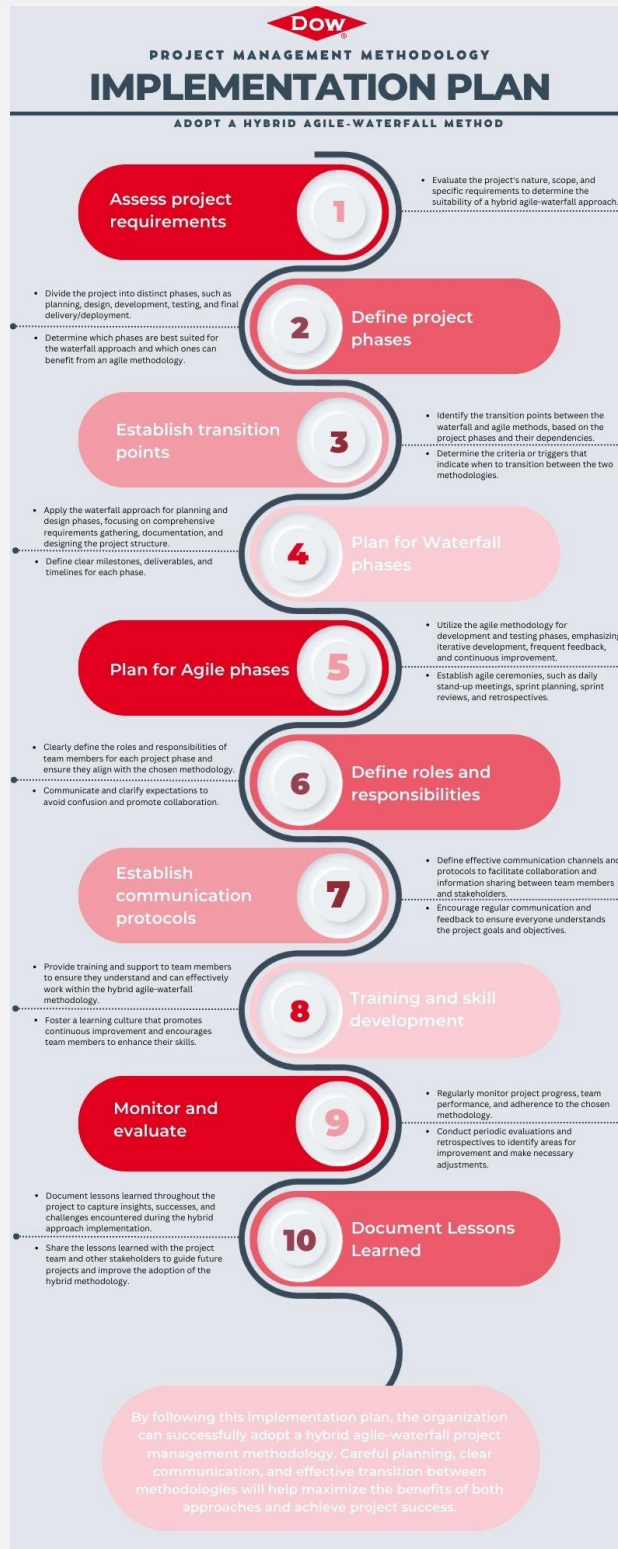
3.3.1. IMPLEMENTATION PLAN 1. KNOWLEDGE TRANSFER



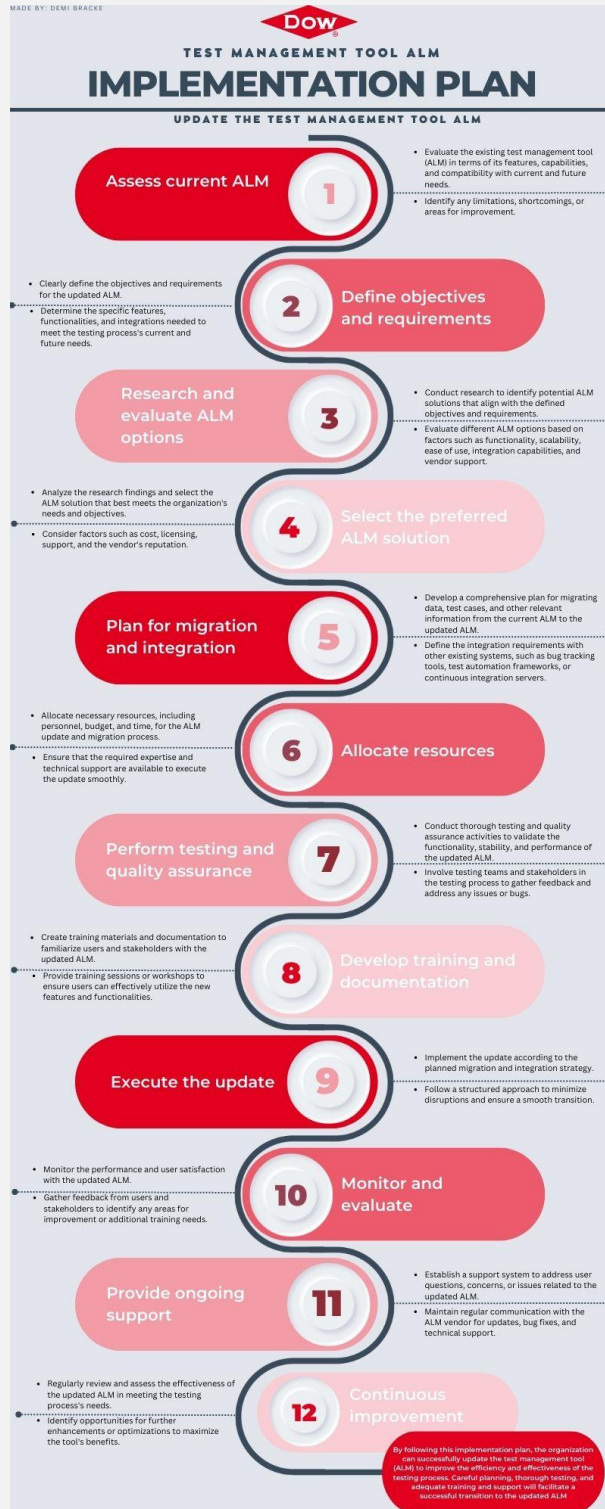
3.3.2. IMPLEMENTATION PLAN 2. ONBOARDING PROCESS



3.3.3. IMPLEMENTATION PLAN 3. PROJECT MANAGEMENT METHODOLOGY



3.3.4.IMPLEMENTATION PLAN 4. TEST MANAGEMENT TOOL ALM





4. CONCLUSION

In conclusion, the swimlane diagram offered as a solution for the implementation process of the Enterprise Delivery department provides clear benefits. It enhances coordination, communication, and understanding among teams, and enabling successful implementations. Embracing this visual tool will greatly contribute to the department's success, make the onboarding process shorter and ensures a faster understanding of the department for new employees.

Moreover, the presented recommendations and their accompanying implementation plans offer a valuable framework for improving the operations and performance of the Enterprise Delivery department. These carefully crafted suggestions address specific areas of improvement and provide actionable steps to drive positive change. By embracing these recommendations and following the implementation plans, the Enterprise Delivery department can embark on a journey of improved performance and increased efficiency. The combination of insightful recommendations and robust implementation plans sets the stage for positive transformation and long-term success.



5. EPILOGUE

As I come to the end of my graduation internship at Dow, I am filled with a profound sense of gratitude for the individuals who played a significant role in shaping my journey. I would like to take this opportunity to express my heartfelt appreciation to the exceptional individuals from my internship who generously shared their time, expertise, and support throughout this research.

First and foremost, I extend my deepest thanks to my internship supervisors, Suela Reci and Jacobus Roofack, for their invaluable guidance and mentorship. Their unwavering support, insightful feedback, and wealth of knowledge have been instrumental in shaping the direction and quality of my research.

I am also grateful to the entire Enterprise Delivery team whose enthusiasm and dedication to their work have inspired and motivated me throughout my internship. Their willingness to share their experiences, provide valuable insights, and engage in thought-provoking discussions has truly enriched my research journey.

Furthermore, I would like to express my appreciation to all the colleagues who graciously contributed their time and expertise by participating in interviews, providing access to data, or offering valuable feedback on various aspects of my research. Their contributions have played a crucial role in the depth and breadth of this thesis.

I would be remiss not to acknowledge the support and encouragement of my friends and family during this endeavor. Their unwavering belief in my abilities, words of encouragement, and understanding during the demanding moments have been a source of strength and motivation.

Lastly, I would like to express my deepest gratitude to the academic community and my university for providing me with the necessary resources, guidance, and platform to pursue this research. The opportunity to undertake this graduation internship and contribute to the knowledge in this field has been a privilege.

As I bring my graduation internship to a close, I am humbled by the experiences and learnings gained during my time at Dow. The knowledge acquired and the connections made will undoubtedly shape my future endeavors. It is my hope that the findings presented in this thesis contribute to the existing body of knowledge and serve as a steppingstone for further research and improvement in the field.

Thank you to all who have played a part in this journey. Your support has been invaluable, and I am truly grateful for the opportunity to have worked alongside such exceptional individuals during my internship.