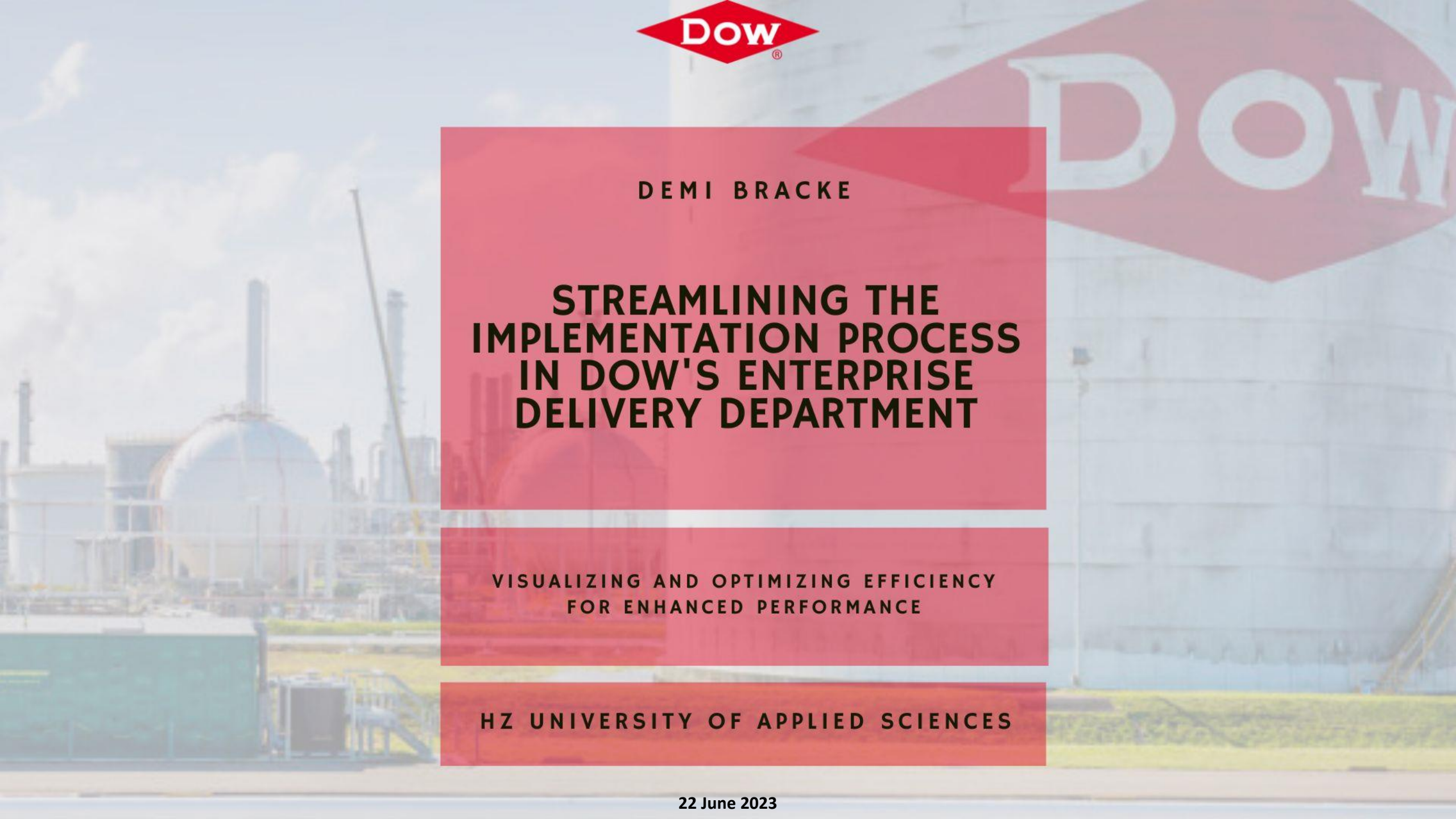

DEMI BRACKE

STREAMLINING THE IMPLEMENTATION PROCESS IN DOW'S ENTERPRISE DELIVERY DEPARTMENT

VISUALIZING AND OPTIMIZING EFFICIENCY FOR ENHANCED PERFORMANCE

HZ UNIVERSITY OF APPLIED SCIENCES

22 June 2023

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Introduction

The Purpose of the research

→ Lack of understanding

→ Long onboarding process

→ Improvements needed

General Business

Research Question

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

General Business

Recommendations

- Implement the comprehensive Knowledge Transfer (KT)
- Implement a better onboarding process
- Adopt a hybrid agile-waterfall project management methodology
- Update the test management tool (ALM)

General Business

Implement the comprehensive Knowledge Transfer (KT)

Suitable	Feasible	Acceptable
• Innovation and continuous improvements	• Existing expertise	• Accepted by the company
• Collaboration and teamwork	• Lessons Learned	• Efficiency and collaboration
• Efficiency and productivity	• SharePoint	

General Business

Implement a better onboarding process

Suitable	Feasible	Acceptable
• Enhanced support for new employees	• Existing framework	• Accepted by the company
• Faster integration and productivity	• Available resources	• Benefits for both the organization and its employees
• Cultural integration and social connection	• Organizational support	

General Business

Adopt a hybrid agile-waterfall project management methodology

Suitable	Feasible	Acceptable
• Detailed project strategy	• Team flexibility and expertise	• Accepted by the company
• Flexibility	• Current framework	• Opportunities for collaboration
• Adaptability	• Project diversity	

General Business

Update the test management tool (ALM)

Suitable	Feasible	Acceptable
• Addresses current and future testing needs	• Necessary resources are present	• Accepted by the company
• Enhanced features and capabilities	• User experience	• Stakeholders will view the update positively
• Improves efficiency		

General Business

Professional Product

"Visualized"

Swimlane

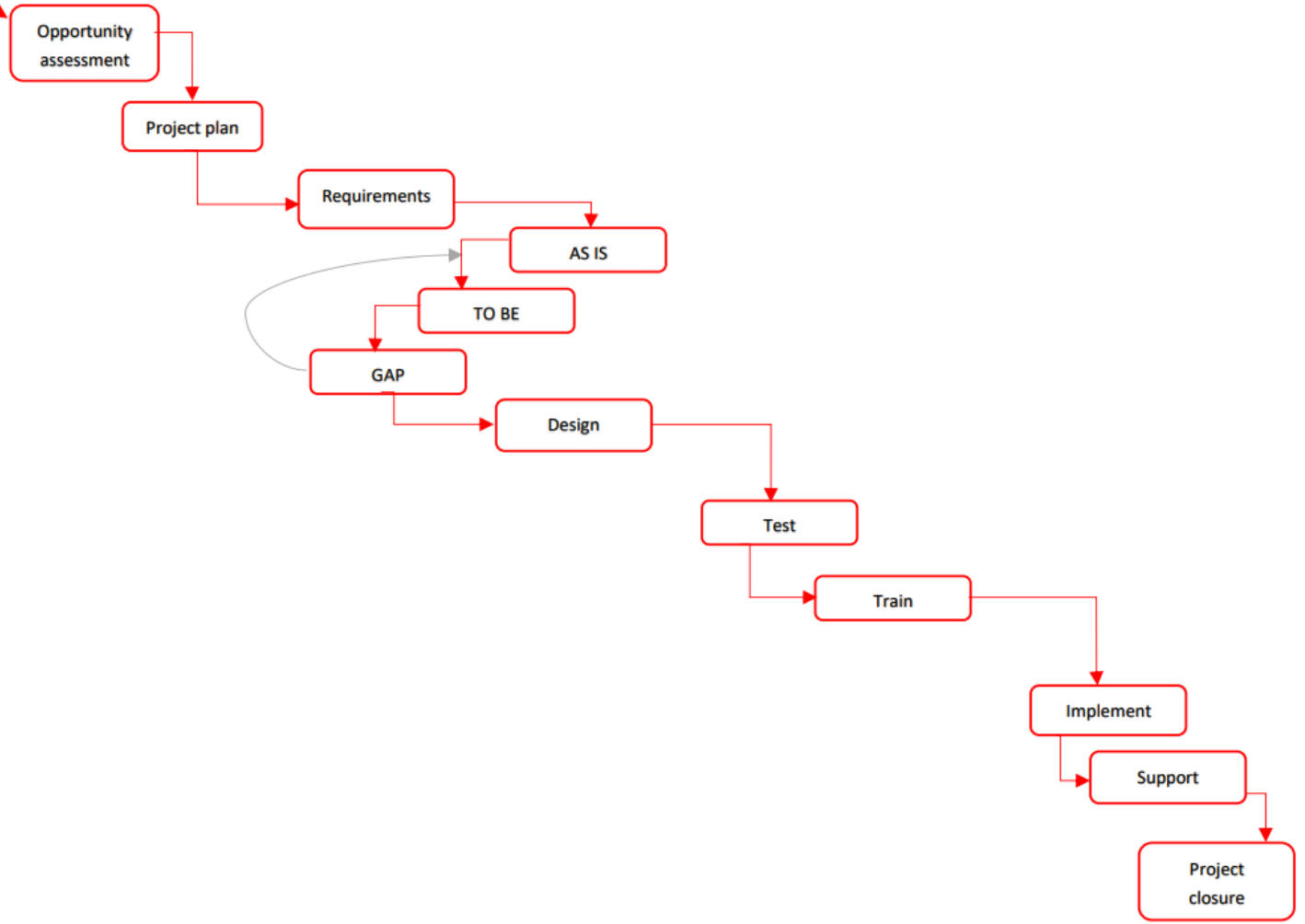
"More efficient"

Implementation plans

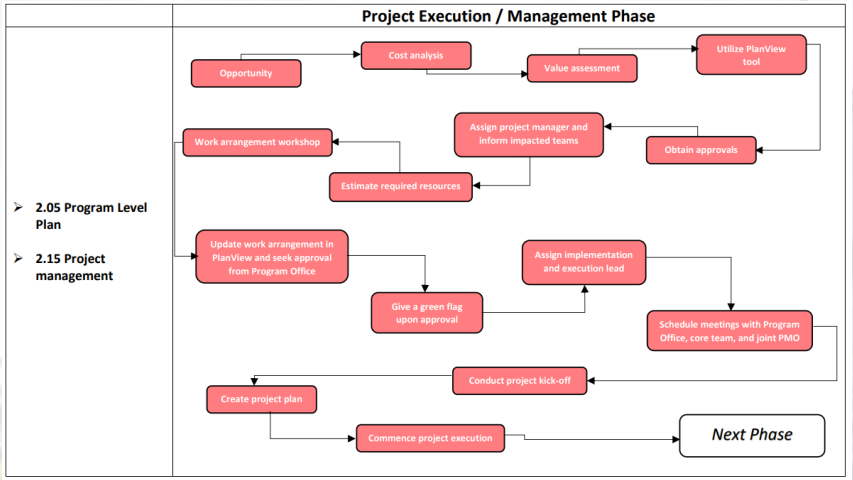
General Business

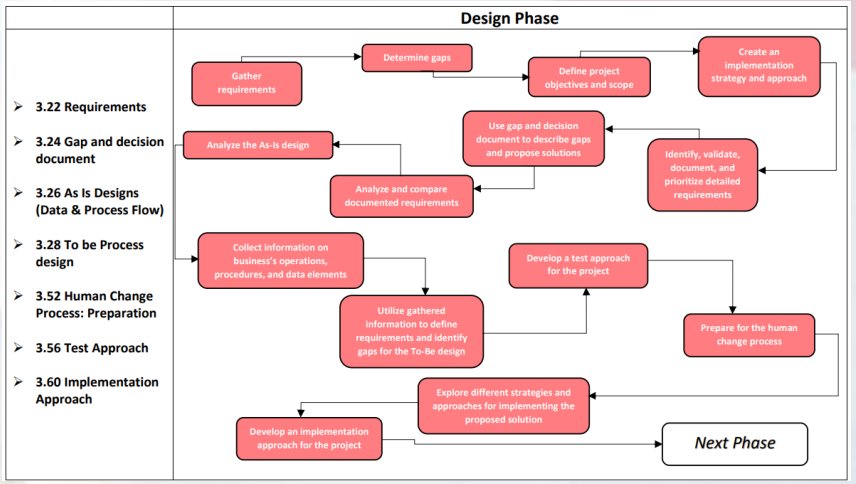
Swimlane

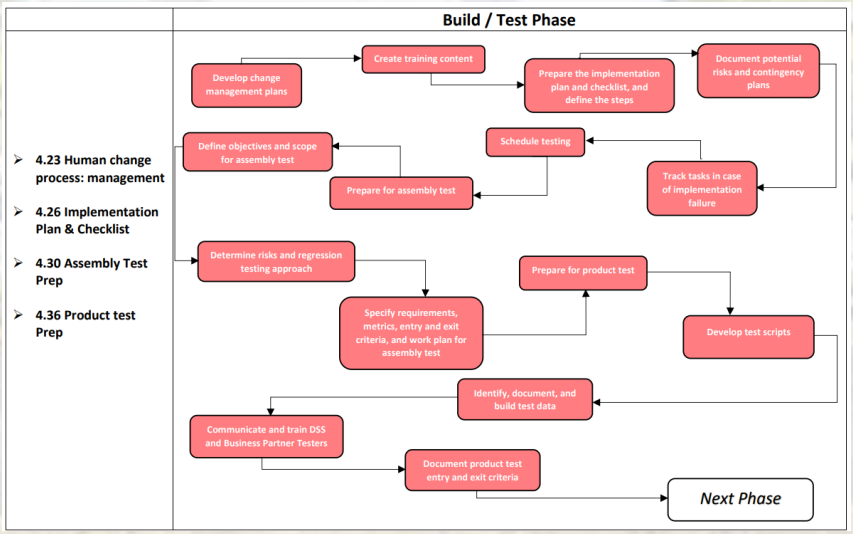
Project comes in the department	**Project Execution / Management phase**	**Design phase**	**Build / Test phase**	**Implementation phase**
Teams included in this phase: - Portfolio Management				
Teams included in this phase: - Portfolio Management - Implementation services - ABC Delivery Services - Business Process Teams - IT enabling Services				
Teams included in this phase: - Business Readiness Services - Implementation services - ABC Delivery Services - Business Process Teams				
Teams included in this phase: - Portfolio Management - Implementation Services - ABC Delivery Services - Business Process Teams				

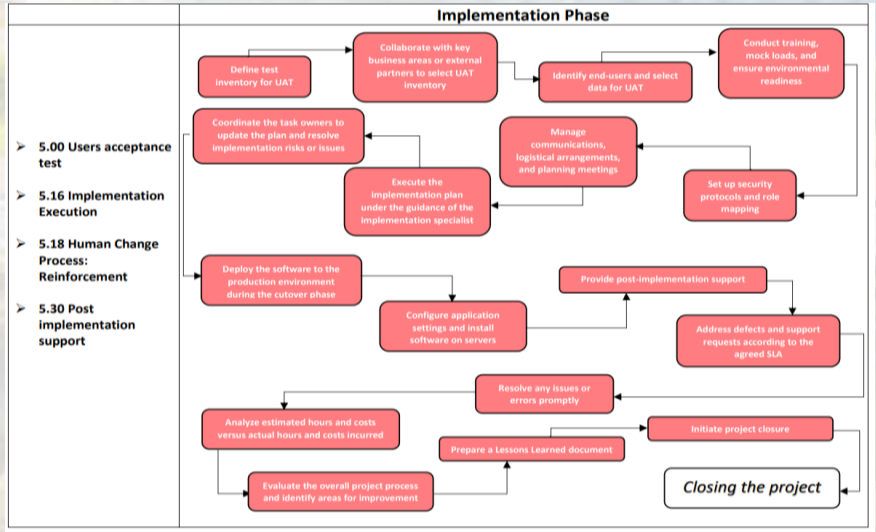


Swimlane per phase









Implementation Plans

Feedback on Professional Product

- Received positively
- Future changes/improvements
- Comments

General Business

Quote in-company supervisors

"The product showed the difficulty on how Dow addresses the IT related initiation and implementation of projects. The thesis provide an implementation plan on how to address these difficulties. This document is foundational that we can use to improve our process and the way we execute our projects"

General Business

Value added to the company

- Visualization of the implementation process
- New insights into optimizing efficiency

General Business

Thank You!