

Process and Enterprise Maturity Model



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A maturity model is a tool designed to assess an organisation's practices and guide improvements. The effectiveness of practices are assigned a 'maturity level' based on their level of sophistication compared to optimum methods and weaknesses are identified. For the Process and Enterprise Maturity Model, an organisation is evaluated on the basis of process enablers and enterprise capabilities, of which the former category contains elements related to designing and sustaining high performing processes and the latter is concerned with supporting process improvements. Maturity levels range from 1-4, with 1 representing the lowest level of maturity and 4 the highest. A maturity level is achieved once all items in both categories have achieved a certain level of maturity or in other words, overall maturity is only as high as the least mature dimension.

Using the 'Process and Enterprise Maturity Model'

Step 1: The assessment is conducted and maturity scores are obtained for the five items under the process enabler category (design, performers, owner, infrastructure, and metrics) and four in the enterprise capability category (leadership, culture, expertise, and governance).

Step 2: Descriptions of higher levels of maturity are combined with the results of the maturity assessment to inform targeted process improvement initiatives.

Instructions for Use

1. Conduct a maturity assessment and obtain scores for all items in the process enabler category and enterprise capability category.

2. Using the results of the maturity assessment, obtained in the previous step, in combination with descriptions of higher levels of maturity, design targeted process improvement initiatives.



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