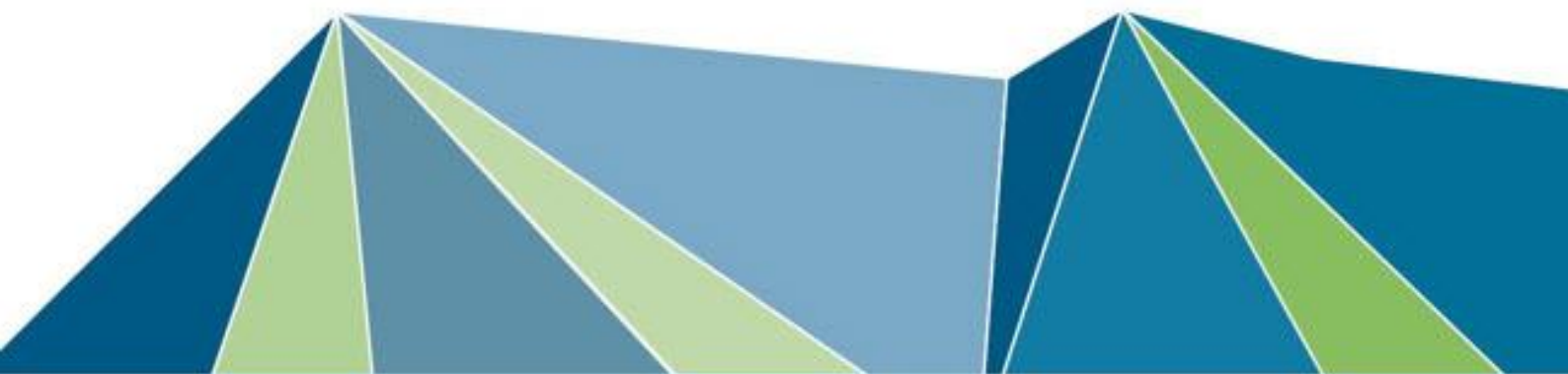# *Business Process Mapping Taskforce (BPMT)*

Terms of Reference

Version 2.1 - October 2023

Version	Date	CM Ref	Reason/Comments	Name/Position	ET Approval
1.0	October 2020	20/68079	Terms of Reference creation	Kelly Brown / Director, Corporate and Community	
2.0	July 2022	22/44905	Update to TOR	Carol Ennis / Coordinator Business Systems	16/08/2022
2.1	October 2023	22/44905	Inclusion of Risk Management responsibilities	Carol Ennis / Coordinator Business Systems	
2.2	May 2024	22/44905	Update of Team Members	Colleen Barton/Business Systems Support	
2.3	September 2025	22/44905	Update of Team Members	Colleen Barton/Business Systems Support	

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Definitions, Conventions, Acronyms, and Abbreviations

Term	Definition
BPMT	Business Process Mapping Taskforce made up of staff from across all areas of Council that have been trained in the use of PRIME.
Executive Team	This team includes Council's General Manager and Directors
PRIME	Business process mapping software that maps, analyses, improves and automates business processes.
Process	Series of repetitive steps that are performed by a group of stakeholders to achieve a specific goal.
Senior Leadership Team	This team includes all of Council's managers.
Task	A step within a process that is assigned for completion.
Value Adding task	A task that, when completed, add value to either the customer or business.
Non Value Adding task	A task that, when completed, adds not value to either the customer of business.

Purpose

The purpose of the Business Process Mapping Taskforce is to map current business processes utilising PRIME process mapping tool and to oversee, facilitate, monitor and implement process improvement projects.

Scope

The implementation of the software system PRIME is to provide a contemporary system that will enable Council to map and analyse existing processes with the view to identifying and implementing organisational efficiency improvements.

The Taskforce will support the Executive Team and Senior Leadership Team in providing process mapping services to assist business owners in identifying and implementing process improvement initiatives. This will allow business owners to ensure that they are delivering services to both internal and external customers efficiently and effectively.

Membership

Name	Position	Role
Colleen Barton	Business Systems Support	Super Administrator, Process Editor
Adam Wood	Business Analyst	Administrator &Process Editor
Alice Druzynski	Project Manager	Process Editor
Alistair Weallans	Works Engineer	Process Editor
Amanda Binney	Financial Accountant	Process Editor
Amy Hart	Coordinator Water & Wastewater	Process Editor
Anita Wolf	Administration & Customer Service – Development Services	Process Editor
Belinda Fayle	Strategic Engineer - Water & Wastewater	Process Editor
Bernadette Arundell	Technical Support Officer – Development Services	Process Editor
Brett Dyki	Manager Project Management Office	Process Editor
Carly Frew	Team Leader Administration & Customer Service – Development Services	Process Editor
Caroline Klose	Director Corporate & Community	Process Editor, Process Approver

Christine Pitman	Coordinator Environmental Management	Process Editor
Darren Taylor	Coordinator - Asset Management	Process Editor
Daniel Bryant	Coordinator Depot and Workshop	Process Editor
David Kelly	Manager - Infrastructure Planning	Process Editor
Emily Westwood	Workshop & Administration Officer	Process Editor
Emma Browning	Operations Engineer – Roads, Ferry & Operations	Process Editor
Emma Wood	Administration & Customer Service Officer - Public & Environmental Health	Process Editor
Esther Savage	Administration & Customer Service Officer - Cemeteries & Open Spaces	Process Editor
Fran Summerfield	Manager People & Culture	Process Editor
Fred Moss	Design Engineer	Process Editor
Hannah Howe	Water and Trade Waste Technical Officer	Process Editor
Ingrid Jensen	Business Systems Specialist	Administrator, Process Editor
Ivelina Todorova	Management Accountant	Process Editor
Jan Saul	Coordinator Rating	Process Editor
Jason Wadsworth	Coordinator Business Solutions	Process Editor
Joanne Cordery	Executive Support Officer Civil Services	Process Editor
Katheryn Curnow	Coordinator People & Culture	Process Editor
Krishna Black	Team Leader Customer Service	Process Editor
Kristine Barker	Administration Officer Corporate & Community	Process Editor
Leanne Harding	Coordinator Property	Process Editor
Lloyd Isaacson	Manager Assets Management & Resource Recovery	Process Editor
Lydia Plowright	Coordinator Communications	Process Editor
Matt Dunne	Strategic Procurement Officer	Process Editor
Matt Wheeler	Business Systems Support Officer	Administrator, Process Editor

Matthew Wood	Director Planning & Environmental Health	Process Approver
Michael Rogers	Network Operations Engineer – Water & Wastewater	Process Editor
Naomi McCarthy	Coordinator Development Assessment	Process Editor
Niraj Kafle	Project Engineer - Roads	Process Editor
Paul Crozier	Manager Engineering Works	Process Editor
Peter Drew	Coordinator Development Assessment	Process Editor
Rachael Jenner	Coordinator Health & Environment	Process Editor
Stephen Green	Operations Officer – Waste and Resource Recovery	Process Editor
Stuart Hynes	Roads Assets Engineer	Process Editor
Sue Wade	Business Support Officer – Planning & Environmental Health	Process Editor

Roles and Responsibilities

Executive Team

The Executive Team will act as organisation cultural change agents, leading, supporting and facilitating initiatives to achieve business, operational and governance process improvements. The Executive Team will:

- Determine and specify the scope of process improvement projects.
- Prioritise and approve process improvement projects.
- Review and approve on process improvement project recommendations.
- Identify and approve corporate resources to support approved recommendations.

Business Process Mapping Taskforce

The Business Process Mapping Taskforce will:

- Collate improvement ideas identified or received from staff throughout the organisation.
- Add improvement ideas into Council's Business Improvement Helpdesk for approval and prioritisation.
- Educate business / process owners to understand the value of process improvement projects.
- Facilitate, on behalf of business / process owners, the data collection for mapping an allocated process within PRIME.
- Analyse mapped processes in order to identify 'value adding' and 'non value adding' tasks within the process.

- Document process improvement opportunities and relevant recommendations and submit to business owner for endorsement.

- Submit business owner approved recommendations to the Executive Team for endorsement.

- Support the business owner to implement identified operational efficiency improvements.

- Support the organisation to achieve a strong process improvement culture.

- Support managers in the monitoring and review of process improvement implementations by facilitating 6 monthly follow-ups to ensure the improvements meet corporate objectives.

- Ensure that, for any identified risks, Council's Risk Management Framework is used in any decision-making process.

Business / Process Owners

Business / Process owners can include Directors, Managers and Coordinators who will:

- Log ideas in BPMT Helpdesk for areas where there is an interest in business process review.
- Support the BPMT in undertaking a process review and staff support.
- Assist in identifying key stakeholders to be involved in the process improvement team.
- Review, comment on and endorse identified improvement opportunities and recommendations.
- Implement and drive the process improvements / recommendations within their business area.
- Raise support requests with the BPMT for process improvement implementation reviews.

Process Improvement Teams

The process improvement teams will be identified at the start of each improvement project. They will consist of a person that manages / owns the process and at least one person who performs the tasks. Their responsibilities will be to:

- Attend meetings coordinated by the BPMT when required.
- Provide information on the process and provide data where needed.
- Assist with identifying opportunities for improvement.
- Assist with the positive roll out of the endorsed process changes.

Meetings, Agendas, and Reporting

- BPMT meetings will be held every two months.
- Meetings are to be planned for a duration of no more than one hour.
- New business to be included in a meeting is to be sent to Coordinator Business Systems no less than 3 days prior to the meeting.
- Meeting agenda's will be sent out at no less than 2 days prior to a meeting.
- Meeting minutes will be distributed to the team no later than 5 days after a meeting.

Review

These terms or reference will be reviewed every two years.