SUCCESS CASE

New work processes in the INAU

Industry:

Public Sector

Summary:

With Apia an improvement in the INAU's management central process was carried out, performing an efficient and simultaneous monitoring in all the Institution's activities.

Benefits:

• Global solution

Apia automates work routines, implements a Documentary Management System and allows constantly monitoring the activity.

• More organization

Processes are ordered and therefore, the management is carried out in shorter times and with more efficiency. The institution is reorganized.

• Communication

The tasks of union and supply of information are simplified, which contributes to a better communication between the different areas of the organization.

The institutional structure and an excellent management system are essential for the good operation of an organization.
The INAU chose Apia to carry out its project of institutional strengthening and to accompany the process of technologic reform of the Uruguayan State.

PROBLEM

The INAU, through its program INFAMILY of the Social Development Ministry (Spanish acronym: MIDES), needed a solution for the problems of institutional organization and re-engineering of the processes.

The organization required a project which reorganized the institutional situation, which modelled new work processes and implanted a Documentary Management System. In addition to this, there was the necessity of redesigning key processes and elaborating a Director Plan of Processes, Systems and Technologies.

In the staff area, it was also necessary a modification through the elaboration of a Human Resources Development Plan combined with a Qualification Plan and the preparation support service technologically appropriate.

On the other hand, the INAU required improving the information flow among the different areas, users and operators of the Institution to contribute to a better communication.

Apia is a flexible, powerful and complete technologic platform to carry out the management of business processes and the documentary forms of the organizations.

SOLUTIÓN

There has been created a project directed to the development of processes and INAU's competences, necessary elements for the correct fulfilment of the mission and tasks of the Institute and the INFAMILY program.

Through the BMPS Apia, STATUM offered a solution *"all in one"* capable of supporting the Reengineering of key processes, a correct management of Expedients and Resolutions, demand and answer of activities, and the technical and operative staff qualified for its use.

It was relevant to implant a solution which supported the tools useful for the technologic boost and which helped in the improvement of management.

A plan which in its first stage was directed to advice the INAU in the institutional reorganization process through a global analysis of the Institute's situation.

The goal was directed to detect problems and identify which processes should be designed, automated and managed with Apia.

Once the problems were recognized, the elaboration of a Qualification Plan was undertaken with the aim of training the staff with the necessary knowledge to face the changes in the processes.

In the same way an adaptation process had to be started so that the users could adequate to the uses and ways of administration of the new management, technology and systems' tools.

In addition to this, it was also considered appropriate to install a solution which allowed an efficient exchange and management of information derived from the different sectors of the Institute as well as the implementation of adequate systems of testing, monitoring and control.

STATUM