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Notes On Innovation

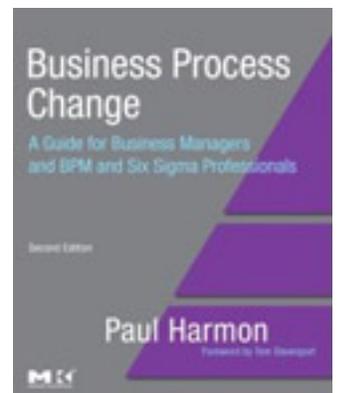
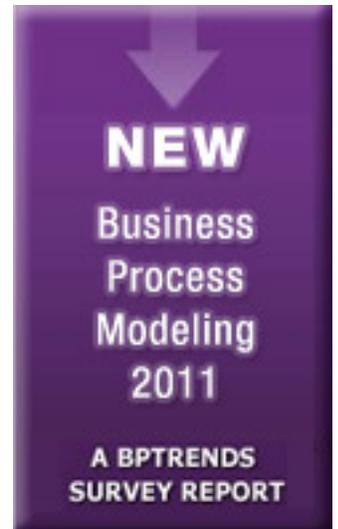
In 2010 we began a new feature on BPTrends – *Notes on Innovation*. Our objective was to identify some major, generic technology breakthroughs and describe how they have been applied to the improvement of organizational processes.

We think that there are some powerful ideas here and we hope that project redesign teams will find the *Notes on Innovation* useful when they are brainstorming about how they might improve a process in their organization.

We plan to continue to publish *Notes on Innovation* and we urge our readers to submit other innovations that they have found useful in their process redesign work that might be of interest to others. Note that we are not focused on redesign methodology innovations, but on specific techniques that a redesign team could directly incorporate into a new process design. Please send your suggestions to pharmon@bptrends.com.

Meantime, here are the *Notes on Innovation* we have published to date.

- [3D Printing](#) Oct 18, 2011
New technology makes it possible to scan objects and print them as 3-D objects using 3-D printers. Where appropriate, this technology makes it possible to generate one-off items on demand. Consider whether or not this technology





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might be appropriate for a process you are redesigning.

- [Bar Codes, URLs and Job Aids](#) July 19, 2011
New technology makes it possible to place bar codes on objects that, when scanned, will call a URL. For example, a bar code on a medical device can be scanned into an iPad providing access to a site that presents an operating manual for the device.
- [Job Aids and Checklists](#) May 17, 2011
A job aid or checklist prompts employee performance when a task is to be performed. It's much less expensive than training or building a rule-based system and, when it's appropriate, it's a great way to save money while improving employee performance.
- [Get the Customer to Do It](#) March 22, 2011
One of the ways that organizations can change processes is to hand-off some activities to the customer to perform. Most of us now pump our own gas, an activity that gas station attendants performed in decades past. The customer might be a business partner, or the end user, but the key thing is that the organization no longer needs to perform the activity and, in many cases, the customer or business partner is happier with the result.
- [Design Your Own Online](#) November 23, 2010
This month, our *Note on Innovation* focuses on a business model that sells products and services that customers can customize and configure online. One new site lets individuals design their own shirt which is then produced in Hong Kong and shipped to the customer.
- [RFID Tags](#) July 20, 2010
This *Note on Innovation* introduces Radio-Frequency IDentification

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tags—chips that can be embedded in products that are used to track and locate items in supply chains or on the retail floor. This approach saves time searching inventories and pleases customers who can get answers and items quickly.

Till next time,

Paul Harmon

BPTrends LinkedIn Discussion Group

We created a BPTrends Discussion Group on LinkedIn to allow our members, readers and friends to freely exchange ideas on a wide variety of BPM related topics. We encourage you to initiate a new discussion on this publication or on other BPM related topics of interest to you, or to contribute to existing discussions. Go to LinkedIn and join the [BPTrends Discussion Group](#).

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