Managing Change through Project Management and Process Management

Kelly Talsma, PMP
Project Manager, Quixtar

Trevor Naidoo
Consulting Services Manager, IDS Scheer, Inc.

Summary

While Process Management may not be a project, it can consist of several projects to ensure successful change management within an organization. Inefficient project management can lead to failed Business Process Management Initiatives. This case study illustrates the synergies between these two disciplines.

Key Words

Project Management, Process Management, Project Methodology, Process Selection, Change Management
1. Abstract

This chapter will look at how Quixtar Inc. used best practices of project management to manage a business process modeling initiative and management. While processes and projects may seem like very different types of work, in fact, they are very closely related. Projects are comprised of the right combination of processes, and to effectively implement a process initiative, you need to use your best project management skills.

2. Background

2.1 Company Profile

Quixtar Inc. is a Web-based business featuring a blend of consumer shopping, membership benefits and business ownership not found anywhere else on the Internet. Launched Sept. 1, 1999, at www.quixtar.com, Quixtar is based near Grand Rapids, Mich., and currently does business in the U.S., Canada and Puerto Rico.

2.2 Ownership and Management

The families of Rich DeVos and Jay Van Andel, who are among North America’s leading entrepreneurs with numerous business ventures in direct selling, sports entertainment, real estate, lodging and hospitality, and other business sectors, founded Quixtar. Quixtar is a member of the Alticor group of companies.

2.3 Products, Services and More

Best known for its Health and Beauty offerings, Quixtar features top brands like ARTISTRY® skin care and cosmetics, NUTRILITE® nutrition and wellness products, SA8® laundry care products, MAGNA BLOC™ Therapeutic Magnets, and more. Quixtar’s DITTO DELIVERYSM Service allows customers to create personal profiles of consumable products they use and authorize Quixtar to automatically fill their orders based on schedules they preset.

Quixtar’s STORE FOR MORESM features hundreds of products from leading brand-name companies in many product categories, including apparel, athletic gear, beauty care, photography, electronics, appliances, pet care, furniture, and more.