



*Change of Business Model – From an Integrated to
a Multi-Company Railway Business*

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QUT, 126 Margaret Street, Level 4, Meeting Room 408-409**

ABSTRACT

QR's business model is going through it's next phase of change as the organisation is now further adjusting and responding to its chosen market. Several years ago the organisations started to build a stable platform to move into the national market which it has now achieved. Further growth through acquisitions and partnering now requires the once fully integrated business model to evolve to a multi-business cooperation.

In the last 5 years the organisation has undertaken major business change programs that targeted the areas of Governance, Business Operations and People Management to establish a sound platform to move the business through the next phase of change and release QR's real potential.

The concept of managing your business processes was seen as a key mechanism to change from a functional to a process centric and customer focused organisation that would provide integrated railway solutions. The organisation is now at a point where it is able to take it to the next phase where it will further expand.

The presentation will provide you with an insight to how QR is preparing itself from a business process management perspective to ensure the relevant methods and techniques are in place to support the business throughout another change. It will provide you an insight into the "How the business process architect, business process management and improvement professionals work together as a team. How that team assists other practice communities in the organisation to contribute to achieving the strategic deployment and overall strategic objectives of the organisation.



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SPEAKER



Gaby is a member of Australia's BPM Community. She is involved in activities at the BPM Roundtable, has presented at several conferences in the last few years and is chairing the BP Trend Brisbane Community.

Gaby has spent over ten years working in the field of business process management and improvement in various roles, just to name a few:

- Business Architect
- Process Design Adviser
- Senior Integrated Systems Adviser
- Internal Business Improvement Consultant
- Six Sigma Blackbelt
- Quality Facilitator and Internal Auditor

She is the lead for Business Architecture and Business Process Design in QR (Queensland Rail). A key component and objective of Gaby's role is to build capability and enhance Business Process Management thinking in the organisation from a central BPM hub, providing standards, and guidelines in the different methods and tools of BPM. She facilitates the Business Process Management forum in the organisations to allow like minded professionals to get together and share their experience, knowledge and skills across the business.