Process Design and Control:
Key Trade-Offs and Trends

Process Design: "stick to knitting:" good for EFFICIENCY

Trade-offs:

- misses cross-boundary problems
- misses innovation

Process Control: inputs ➜ process ➜ outputs ➜ outcomes

- business focus on outcomes (profits)
- gov't focus on inputs and process

TRENDS: TURBULENCE, with IT SCALE AND INFORMATION

More focus on: innovation, XB, and outcomes

Learning curve: from regulation, to collaboration, to integration, to generativity