

# 10 BEST PRACTICES TO MAKE YOUR PROCESS AUTOMATION EFFORTS A SUCCESS

Robotic process automation (RPA) is being hailed as the latest technological “silver bullet,” but establishing governance, identifying key capabilities and skillsets, and measuring the effectiveness of RPA remain challenges for even the most advanced organizations. To help organizations overcome those challenges, APQC conducted research to identify trends and best practices in RPA.

Through the research, APQC identified 10 best practices for robotic process automation. These best practices, categorized by theme, follow.

## TEAMWORK MAKES THE DREAM WORK



**1. INTEGRATE PROCESS AUTOMATION** into your improvement team’s toolkit.



**2. CLEARLY ESTABLISH ROLES AND RESPONSIBILITIES** between IT, process management, and the business from the outset.



**3. PARTNER RPA TEAMS WITH HR** to create a proactive plan for displaced employees or reallocate full-time employee (FTE) hours.



**4. USE A SENIOR-LEVEL STEERING COMMITTEE** to ensure equitable and strategic use of RPA.



**5. USE INTERNAL RESOURCES** like risk management or legal early on to mitigate potential risks.



**6.** Use a mix of process, technical feasibility, and value selection criteria to identify the best-fit processes for automation.

**7.** Use process discovery and optimization to reduce rework on bots.

**8.** Make the business responsible for ongoing management of bots once they are in production.

## CONSISTENCY IS KEY

## MAKE SUCCESS AUTOMATIC



**9.** Use training, success stories, and communications to demystify RPA and reduce organizational resistance.

**10.** Do not rely solely on volume measures to track program success.



Check out the full best-practices [report](#), which examines the drivers behind automation efforts, approaches and criteria for selecting processes for automation, governance and measurement practices, and core skillsets for effective RPA implementation.