

Determine the room for improvement of processes within the management of crisis and their prevention – the maturity model

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Abstract

Crisis within the meat sector usually causes high economic losses for the affected sector and frequently for other sectors, too. Interrupted or poor communication channels are weak points in management-systems, especially in the management of crisis situations or of the prevention of crisis. In a consequence necessary information for a proper decision making is missing or not available in time. Therefore, processes that provide a sufficient and fast exchange of information between all private and public actors play a crucial role. Against this background the idea of the Engage-Exchange-Model (EEM) was developed to optimize and provide processes to exchange different information between public and private organizations in crises and regular operations. Further on specific information were defined that are necessary to support processes to prevent crisis or to support the crises management. To assess existing or new processes which support an EEM, the maturity model (ISO/IEC 15504) was successfully applied. Even if it was developed for the IT-sector, it also could be used within the meat sector by adapting its main inputs towards the specific requirements. The main advantages of the maturity model are the categorizations of the processes in capabilities-levels. This leads to an absolute assessment of the single processes on a given scale from 0 to 5 instead of a relative assessment in comparison to other methods, like benchmarking or auditing. This will support the decision-making whether to improve a process or not. In this study the inner and inter-organizational processes of public and private actors within the meat sector are investigated. Missing or poor processes in order to prevent crisis or to support the crisis management could be identified and build the basis to determine a specific EEM for the investigated meat sector as a public private partnership.