

# **Business Process Management**

# BPM

- A **Business Process** is a set of activities or sequence of events that aims to achieve the goals of an organisation.
- BPM is the way of improving a business process by analyzing it, monitoring how it works in different scenarios, finding and executing improvements.

# Note

**Business process management is neither task management nor project management.**

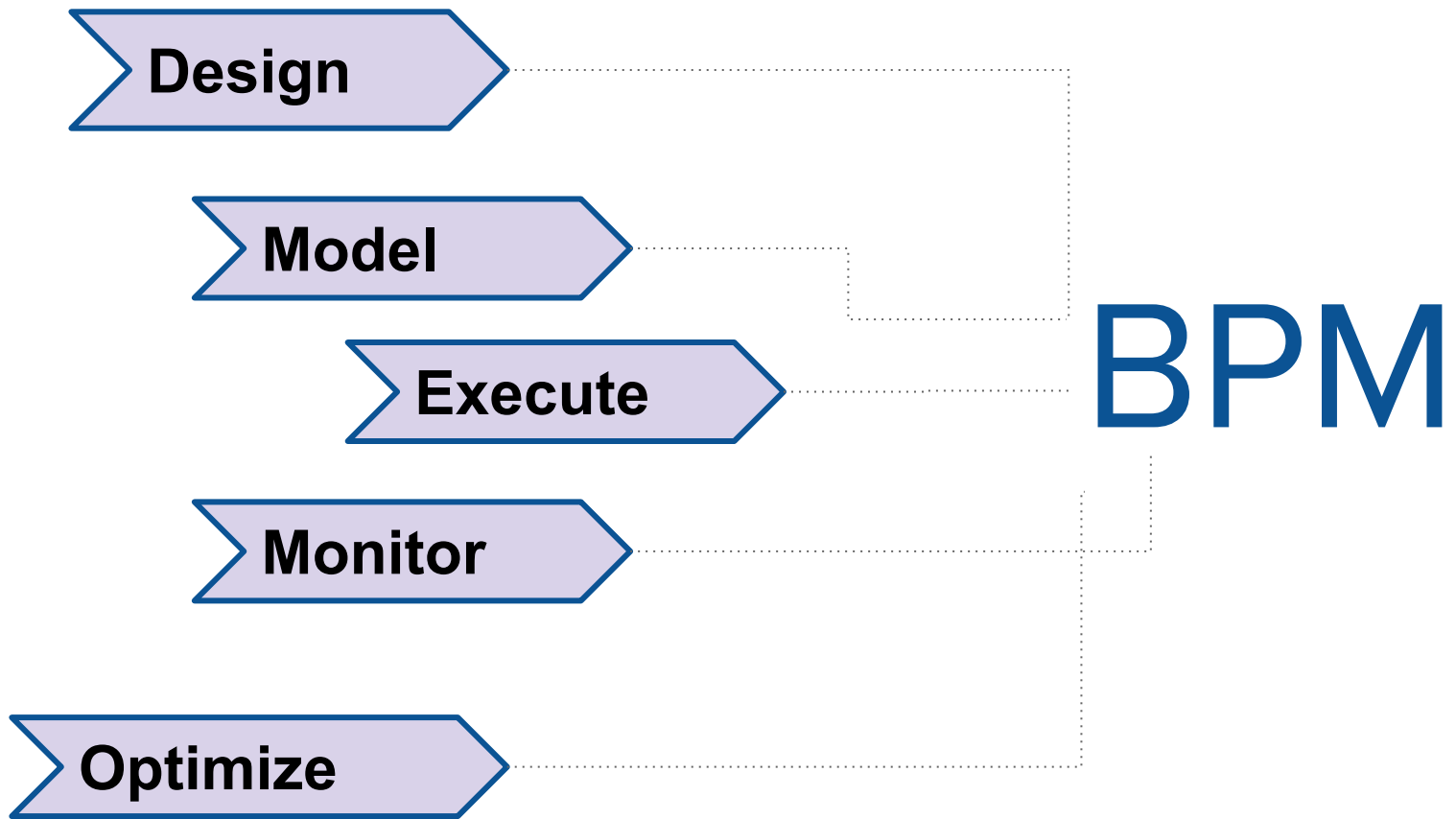
- **Task management (which focuses on individual tasks)**
- **Project management (which handles one-time or unpredictable flows).**

# **Why Does Business Process Management Matter?**

# Why Does Business Process Management Matter?

- If Business process is not managed it can lead to chaos, disorder, and confusion.
- It can be responsible for-
  - Time wasted
  - More errors
  - Increased blame
  - Lack of data
  - Demoralized employees

# **Business Process Management Life Cycle**



# Design

- Design enclose the identification of existing processes and the design of "to-be" processes.
- Gather and capture details to understand conceptually how the process works.
- It clearly maps out the strategy and the direction of the organization's BP.



# Model

- It is a theoretical design that determine how the process might operate under different circumstances
- e.g., changes in rent or materials costs, resources etc.
- It also involve If else conditions running "what-if analysis on the processes
- Example-
  - "What if I have 50% of resources to do the same task?"
  - "What if I want to do the same job for 70% of the current cost?".

# Execution

- Execute the process by testing it live with a small group first and then open it up to all users.
- Make sure you restrict access to sensitive information.

# Monitor

- Keep an eye on the process as it runs through the workflow.
- Use the right metrics to identify progress, measure efficiency, and locate bottlenecks.
- Monitor where the inefficiencies in the process are.

# Optimize

- Improve the business process and performance against SLAs.
- Determine which changes will deliver the maximum benefit.
- Fine tune the process.