

BUSINESS PROCESS

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LECTURE PLAN:

1. Business process
2. Types
3. Importance of business process

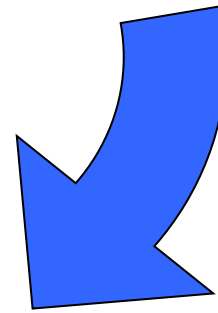
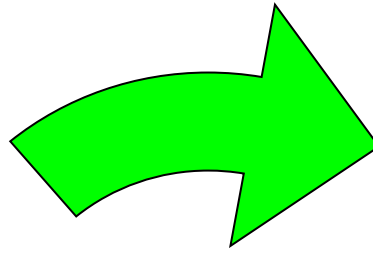


Methodological basis:

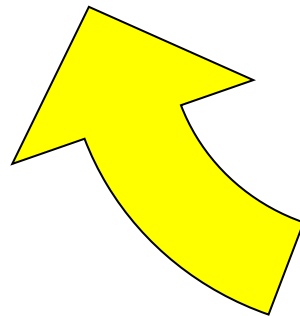
1. Michael Hammer and James Champy
“Reengineering the Corporation”
2. John Jeston and Johan Nelis “Business Process Management”
3. Susan Page “The Power of business process”

BASIC SCHEME

REQUEST FOR SERVICE



MAKING PROCESS



SERVICE DELIVERY

BUSINESS PROCESS

IT'S EVERYTHING WE DO!

IT'S HOW WE DO WHAT WE DO!

Is comprised of all the activities necessary to provide the appropriate business outcomes in response to the triggering business goal.

Transforms inputs of all types into outputs, according to guidance (policies, standards, procedures, rules etc.) employing reusable resources of all types.

Contains activities which usually cross functions and often organizational units.

Has performance indicators for which measurable objectives can be set and actual performance evaluated.

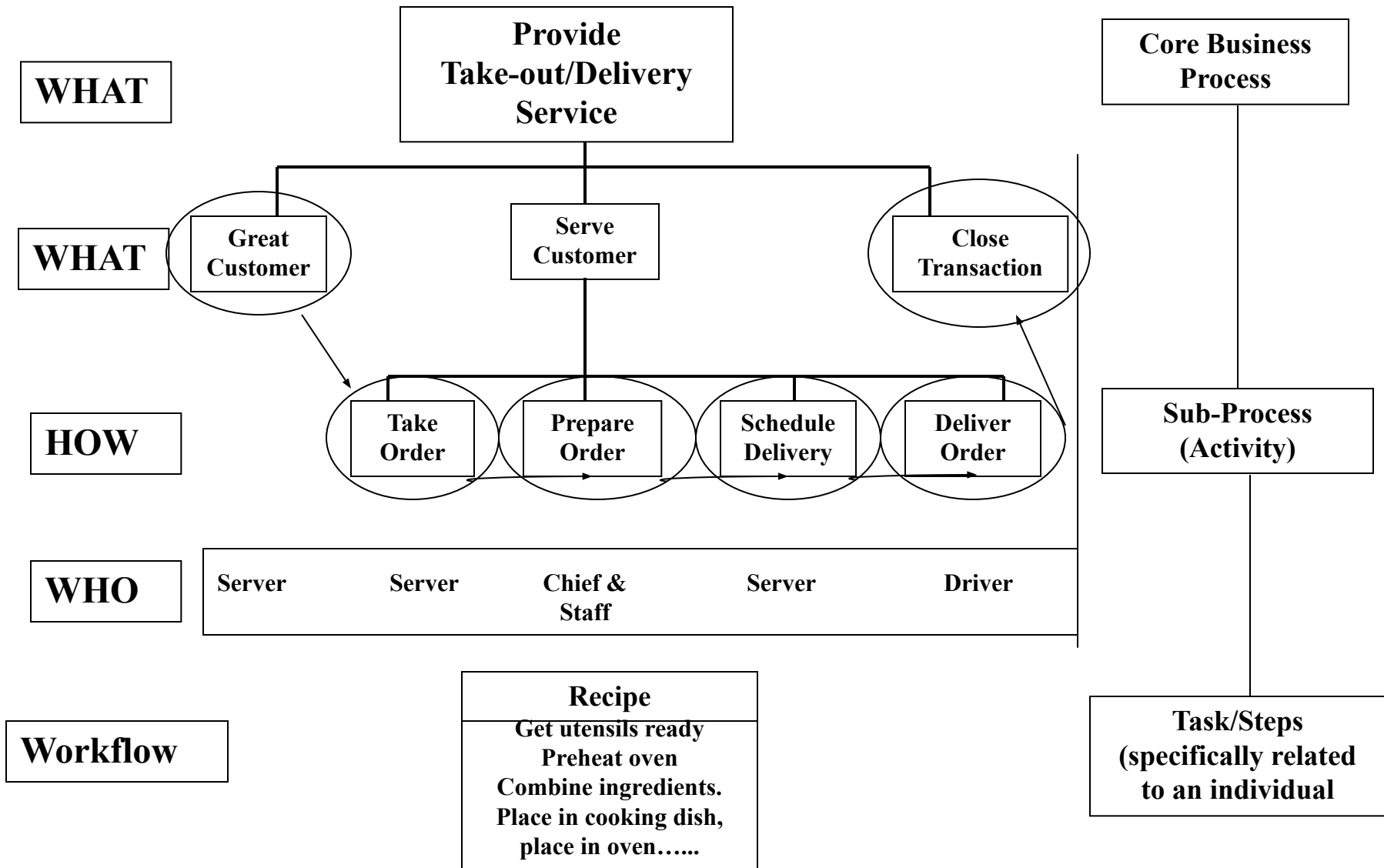
Delivers a product or service to an external stakeholder or another internal process.

Usually connects to other processes.

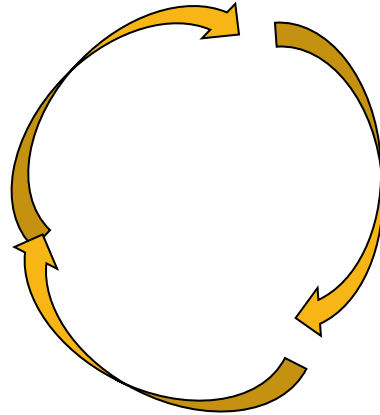
TYPES OF BUSINESS PROCESS

Core business process are linked directly to external customer and their values.

Support business process (guiding process and etc).



WHY PROCESS IS SO IMPORTANT?



Business

Differentiation

- **Competitive Advantage**
- **The question is not whether to change, but how to change**

Financial

Pressures

- **Reduced Costs**
- **Increased Output**
- **Consistent Quality**

Technology

- **Directly supports processes**
- **Naturally cross functional and organizational boundaries**

THANK YOU FOR YOUR ATTENTION!!!

Any questions???