

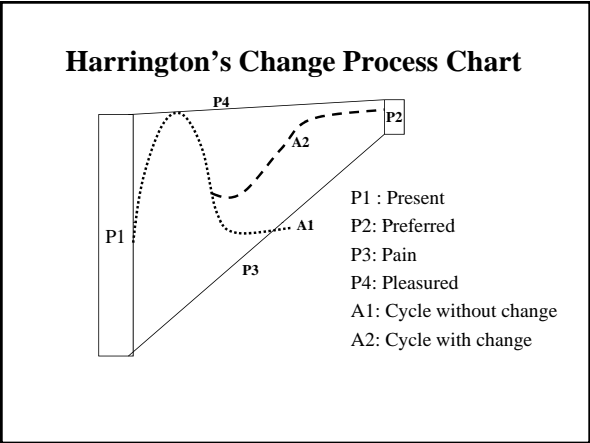
BUSINESS PROCESS

What Is A Process ?

Any activity or group of activities that takes an input, adds value to it, and provides an output to an internal or external customer

Business Process ?

- All service processes and processes that support production processes
- Business process consists of a group of logically related task that use the resources of the organization to provide defined results in support of the organization objectives



Organizational vs Process Focus

• Employee are the problem	Process is the problem
• Employees	People
• Doing my job	Help to get things done
• Understanding my job	Knowing how my job fits into the total process
• Measuring the individuals	Measuring the process
• Change the person	Change the process
• Can always find a better employee	Can always improve the process
• Motivate people	Remove barrier
• Controlling employees	Developing people
• Don't trust any one	We are all in this together
• Who made the error?	What allowed the error to occur?
• Correct error	Reducing variation
• Bottom line driven	Customer Driven

Objectives of Business Process

- Making processes effective
- Making Processes efficient
- Making Process adaptable

Why Focus on the Business Processes ?

- Enabling the organization to focus on customer
- Allowing the organization to predict and control change
- Enhancing the organization's ability to compete by improving the use of available resources
- Providing a means to effect major changes to very complex activities in rapid manner
- Helping the organization effectively manage its interrelationships
- Providing a systemic view of organization activities
- Keeping the focus on the process
- Preventing error from occurring
- Developing a complete measurement system for the business areas

Business Process Improvement

Systematic methodology developed to help an organization make significant advances in the way its business process operate

- Eliminate error
- Minimize delays
- Maximize the use of asset
- Promote understanding
 - Easy to use
 - Customer friendly
- Adaptable to customers' changing needs
- Provide the organization with a competitive advantage

The 5 Phases of BPI

- 1. Organizing for improvement**
- 2. Understanding the process**
- 3. Streamlining**
- 4. Measurement and control**
- 5. Continuous improvement**