



# BUSINESS PROCESS MANAGEMENT

## WHAT IS BUSINESS PROCESS MANAGEMENT?

Business Process Management (BPM) is the discipline in which people use an organized approach to discover, model, analyze, measure, optimize, streamline, and automate business processes. Any combination of these methods used to manage a company's business processes is called Business Process Management or BPM.

## WHY IS BUSINESS PROCESS MANAGEMENT ESSENTIAL AND VALUABLE?

- **Growth Strategy Execution** - BPM enables a company to align its business processes to its growth strategy. This leads to better company performance and strategic innovation via improvements of specific work activities either within a specific department or across the enterprise.

- **Value Expansion** - BPM sees critical business processes as essential assets of the company that must be developed, understood, and managed to deliver value-expanding products/services to customers/clients.

- **Agility** - BPM involves the deliberate, collaborative improvement, innovation, and management of end-to-end business processes (rather than simply tasks) that drive business results, create value, and enable a company to meet its business objectives with more ease and agility. BPM runs/grows the business better.

- **Quality Assured Scalability** – BPM better structures automation of the business. Processes span organizational boundaries, linking together people, information flows, and systems for increased profitability. Done right and well, and properly trained, processes become precise, repeatable, trainable, and scalable.



## HOW IS BUSINESS PROCESS MANAGEMENT ACHIEVED?

1. **Critical Business Processes** – the Leadership Team identifies and agrees on the 10 Most Critical Business Processes that drive the success of the Growth Strategy.
2. **Process Champions** – are assigned to each of the most critical business processes. These are the strongest thought leaders who are most knowledgeable about the business process.
3. **BPM Coaching Sessions** – the Process Champions are coached in the company's BPM methodology and a BPM workplan for each Process Manager is created.
4. **Process Mapping** – each Process Champion creates a first draft of the CURRENT state and IMPROVED state of the critical business process he/she is focused on to set the stage for further team analysis.
5. **BPM Workplan Steps** – are followed until the IMPROVED business process is completed and approved.

## WHO NEEDS TO BE INVOLVED?

The Executive in charge of the critical business process area, the Process Champion, and the Process Champion team.

## WHEN SHOULD BUSINESS PROCESSES BE DOCUMENTED, REFRESHED AND/OR IMPROVED?

When it is determined a critical business process is not documented, significant changes are happening to a documented process and/or a new critical business process has emerged.

## The Bottom Line

**BUSINESS PROCESS MANAGEMENT LEADS  
TO BETTER COMPANY PERFORMANCE.**