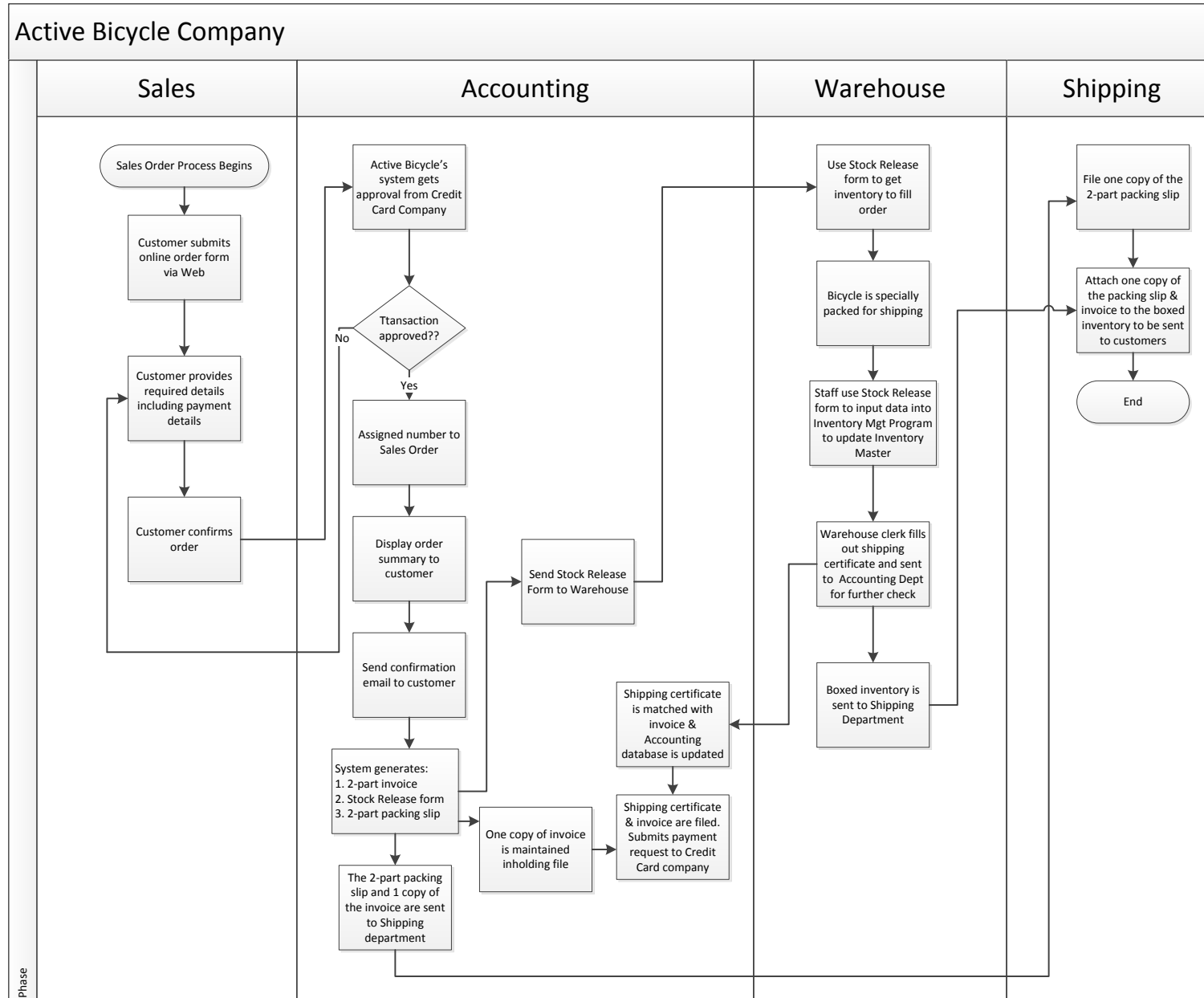
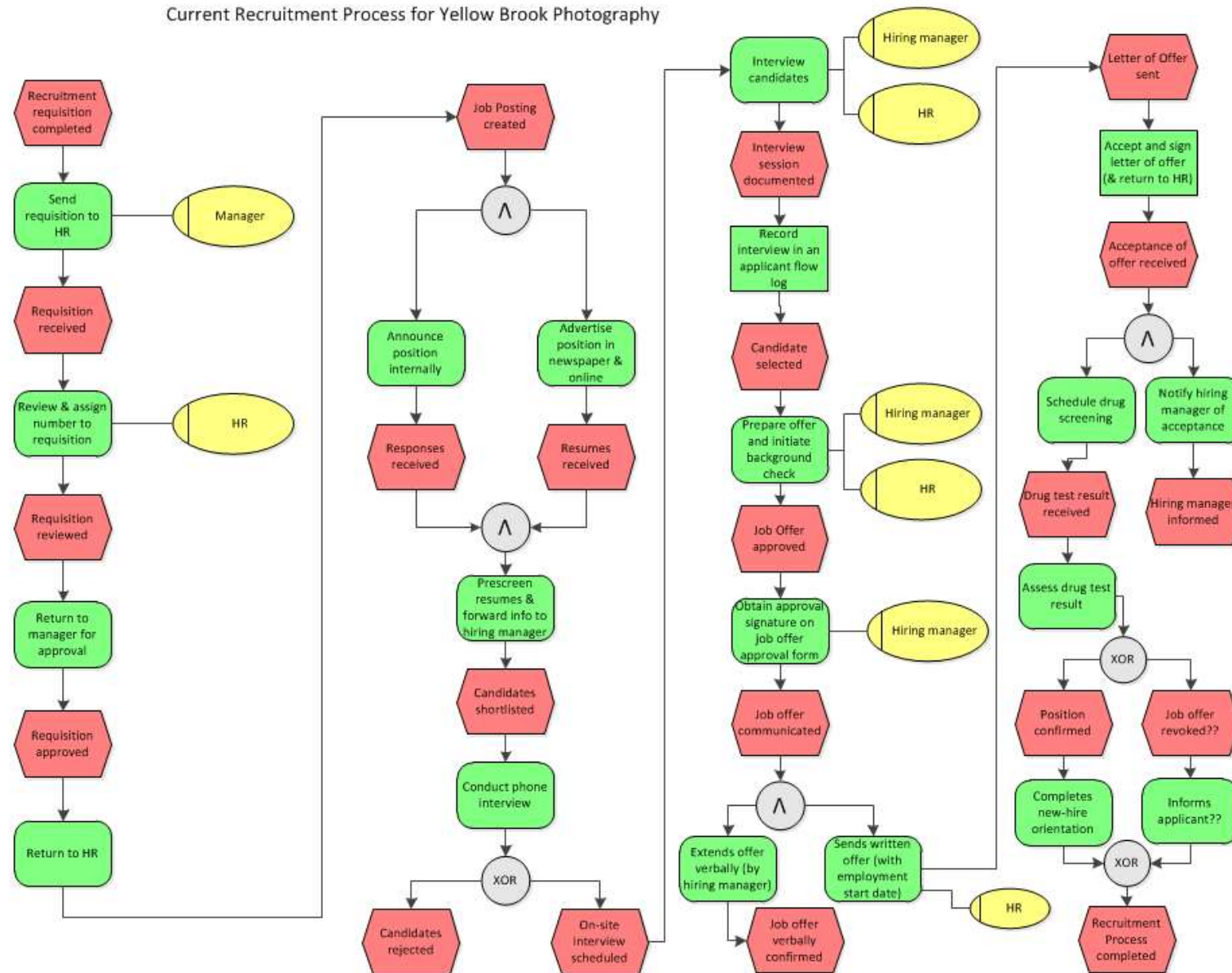


Exercise 1:



Exercise 2

Current Recruitment Process for Yellow Brook Photography



Exercise 3:

Workflow Management.

[Watch the youtube video on workflow management and then answer the questions \(6.28m\)](#)

<http://www.youtube.com/watch?v=3KjKY8k9Lk&feature=related>

Answer the following questions:

1. What is workflow management?

A workflow management system (WfMS) provides an infrastructure for the set-up, performance and monitoring of a defined sequence of tasks, arranged as a workflow. (Slide 34, 35 – for features and benefit)

(Ref: <https://www.edrawsoft.com/workflow-management-system.php>)

2. Which terms are used to explain workflow management

- Business process management and process reengineering

3. Give an example of a workflow

Workflow management systems allow the user to define different workflows for different types of jobs or processes. For example, in a manufacturing setting, a design document might be automatically routed from designer to a technical director to the production engineer. At each stage in the workflow, one individual or group is responsible for a specific task. Once the task is complete, the workflow system ensures that the individuals responsible for the next task are notified and receive the data they need to execute their stage of the process. (Wikipedia)

4. What were the three processes they identified

- ANS: job opening posted – employee hired- incorrect bill received; money refunded; loan application submitted – loan funded

5. The video referred to issues with the process steps within the process: what were the four issues

- ANS: Inefficiency, Inconsistency, Increased risk and Impaired productivity

6. What is the goal of workflow management

- ANS: what tasks, their order, who is involved, what systems are being used, and what rules they are following