Business Process Management

- What is BPM?

- Business process management (BPM) is a systematic approach to making an organization's workflow more effective, more efficient and more capable of adapting to an ever-changing environment.

Goal of BPM

- The goal of BPM is to reduce human error and miscommunication and focus stakeholders on the requirements of their roles. BPM is a subset of infrastructure management an administrative area concerned with maintaining and optimizing an organization's equipment and core operations.

Types of BPM

- When beginning with BPM, it is important to realize that processes vary greatly. You can categorize your processes many different ways, including:

- Complexity

- Duration

- Volume

- Industry

- Department

BPM Cycle

- Design
- Model
- Execute
- Monitor
- Optimize
- Re-engineering

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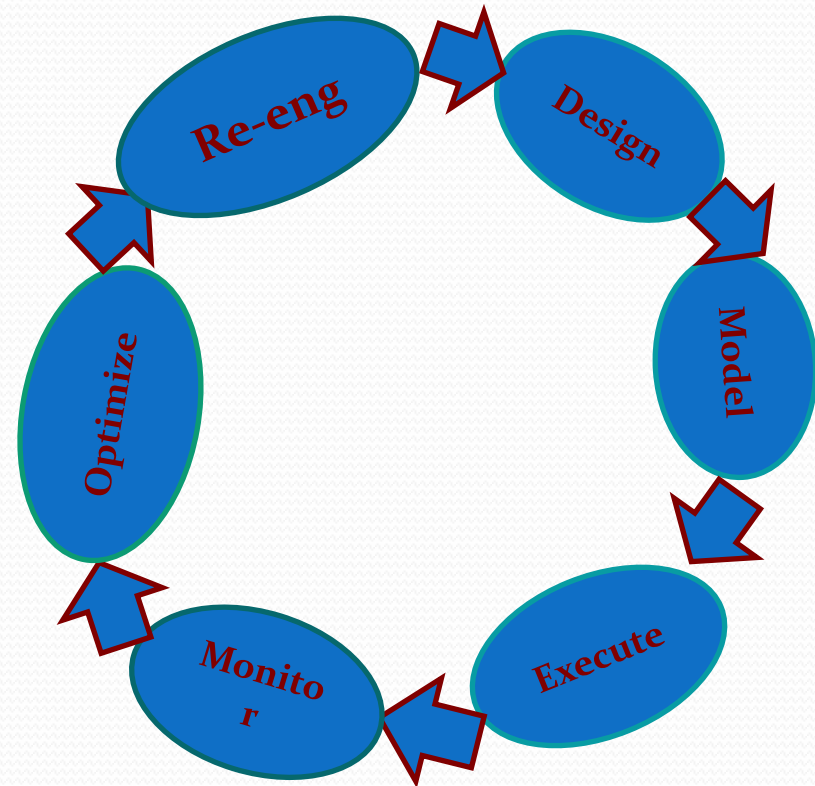
Design:

Process Design encompasses both the identification of existing processes and the design of "to-be" processes. Areas of focus include representation of the process flow, the factors within it, alerts & notifications.

Model:

Initially, the goal is to gather just enough detail to understand conceptually how the process works and the main steps involved without being distracted by the fine detail of how it will be implemented.

Execute:

The Execute Phase of BPM consists of interpreting the instructions created during the Automate Phase to manage the flow of work from the beginning of the process until its completion.

Monitor:
The Monitor Phase is where process performance is measured, tracked and reviewed for potential improvements.

Optimize:
Optimize Phase is to identify changes that will improve the process.

Re-engineering:
When the process becomes too noisy and optimization is not fetching the desired output, it is recommended to re-engineer the entire process cycle.

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Benefits of Business Process Management

- Increased process efficiency/productivity
- Continuous process improvement
- Improved process quality/consistency/compliance
- Cost reduction
- Increased customer satisfaction
- Better reporting of process performance

Tools of Bpm

- Bpm tools are used to create application that is helpful in designing business process models, business flow models , data flow models, rules and also helpful in monitoring and maintaining various processes that occur within an organization.

BPM Tool Vendors

- Action base
- Active Endpoints
- Blue Spring
- Casewise
- K2
- IBM
- Oracle

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BPM for Banking

- BPM enables banks to automate business processes like account opening, lending or payments to optimize costs. Financial Service providers are increasingly looking to BPM not only as a solution to specific, immediate process improvement objectives, but as a platform that gives them the ability to tackle diverse process improvement initiatives and realize the following benefits:

BPM for Banking(cont…)

- **Better target and serve your customer**
  Economically streamline the end-to-end client management process and guide employees through decision-making process with dynamic process coaches.

- **Enable Straight-Through Processing**
  Business rules in processes can help automate the routing and processing of tasks — often reducing the amount of human intervention needed by over 80%.

- **Create an audit trail**
  Detailed process reporting provides complete picture of the process including activities, systems, and participants.

BPM capabilities

- Co-workers have confidence and trust in each other
- There is open communication between employees and managers
- Managers share vision and information with employees
- The organization is able to respond to changes in markets quickly
- Senior management has confidence and trust in you and your managers