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Paper Title:

Business Process Modeling. A foundation for knowledge management

Knowledge management (KM) has become crucial for improving business performance. Companies use business process modeling to understand and document their operations, creating knowledge repositories. However, the explicit integration of knowledge management into these process modeling methodologies is still limited.

The research highlights the observation that there is still no clear and explicit method for effectively integrating knowledge management into business processes. This essential integration would involve merging business rules with organizational knowledge already stored in process repositories. However, despite this gap, it is encouraging to note that new advances in business process management (BPM) and knowledge management (KM) software could potentially make this integration possible in the future.

Furthermore, the study examines how Croatian companies, including banks and insurance companies, integrate business process modeling with knowledge management.

Interviews with these companies reveal a positive attitude towards BPM projects. Implementing modern modeling methods and tools provides a solid foundation for improving business operations. These companies, aware of the growing importance of knowledge management, could benefit from the implementation of a framework combining "business processes and knowledge management". With organizational knowledge already structured as business rules and stored in process repositories, developing a knowledge management system could allow employees to more easily access this knowledge and share it more effectively across the whole company.

However, it has been found that despite progress in this area, gaps remain, particularly in the accurate translation of business models into information models.

Thus, although research has identified critical issues associated with the adoption of BPM and knowledge management, there is still much to explore to achieve successful integration of these two areas. With this in mind, it is planned to extend the study to analyze the impact of BPM and KM projects on other Croatian companies, or even internationally. This will provide a better understanding of best practices and challenges encountered in implementing these initiatives, thereby contributing to the continuous improvement of business processes and knowledge management.

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