

Business Process Management: Terms, Trends and Models

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The purpose of this paper is to understand more about scientific production regarding Business Process Management applied to the field of management and in the field of information technology.

We can say that there is a link between BPM and the culture, the organization and the results of a company. BPM is also an instrument to help corporate governance because it guides decisions and it allows more transparency (for example an organogram in a company shows us who is legitimate to decide). BPM is also an instrument for competitive advantage because it directly impacts the structure of a company and the production of their goods or services. About BPM applied to the information technology field, the better the company knows and manages its processes, the more likely it is that the implementation of new process management systems will be a success.

In a second part, an analysis was made and here are the results shared: according to Valente, if density networks are lower than 0,100 it means that efficiency regarding the concept flow won't be that efficient and it has been observed that these low-density networks are 0,066. Quality-management, process-logic, continuous-improvement, process-orientation, supply- chain and process-quality are fields that will continue to grow positively applied to BPM.