

BPM Group Work Guidelines – Business Organization Visit

Purpose

To apply BPM concepts in a real-world setting by analyzing actual business processes in an organization. Students must identify, document, and analyze at least **four key processes** using the methods and frameworks taught in class.

Pre-Visit Preparation

1. **Select a Organization, Contact & Confirm** – Ensure relevance and willingness to cooperate. A letter can be provided on request
 2. **Background Research** – Understand the company's industry and possible processes.
 3. **Define Objectives** – Clarify what information you need:
 - o Process names & descriptions
 - o Roles involved
 - o Inputs/outputs
 - o Pain points/improvement opportunities
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During the Company Visit

1. **Professional Conduct**
 - o Dress appropriately
 - o Be punctual and respectful
 - o Be clear and concise with your questions
 2. **Data Collection Methods**
 - o Interviews
 - o Observations
 - o Documents (process manuals, charts, etc.)
 3. **Focus Areas**
 - o Choose non-sensitive, non-confidential processes
 - o Try to map at least one operational, one support, and one management process if possible
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Post-Visit Tasks

1. **Document Processes** using BPMN (or specified notation)
2. **Analyze Current Processes**

- Identify bottlenecks
 - Suggest improvements
3. **Develop 'To-Be' Models** showing proposed enhancements
 4. **Report Writing**
 - Executive Summary
 - Introduction
 - Methodology
 - 'As-Is' Models
 - 'To-Be' Models
 - Measures, Analysis & Recommendations
 - Appendices (interview notes, process maps, evidences of your visit etc.)
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Submission Requirements

- Final report: Soft Copy - Check submission link for the deadline
 - Group presentation: 10 minutes Presentation
 - Copy to be shared with the company (if required)
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Ethical Considerations

- Treat all information as confidential
- Do not disclose any company data to outsiders
- Avoid using any process that includes trade secrets or proprietary information