

BUSINESS PROCESSES IN ACTION

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FUTURE CARRIER?



COURSE ALIGNMENT

BPM?

ERP?

EA?

COURSE GUIDES?

Business Process Management 3rd Edition
by John Jeston and Johan Nelis

BUSINESS PROCESS BASICS

What is a business process?

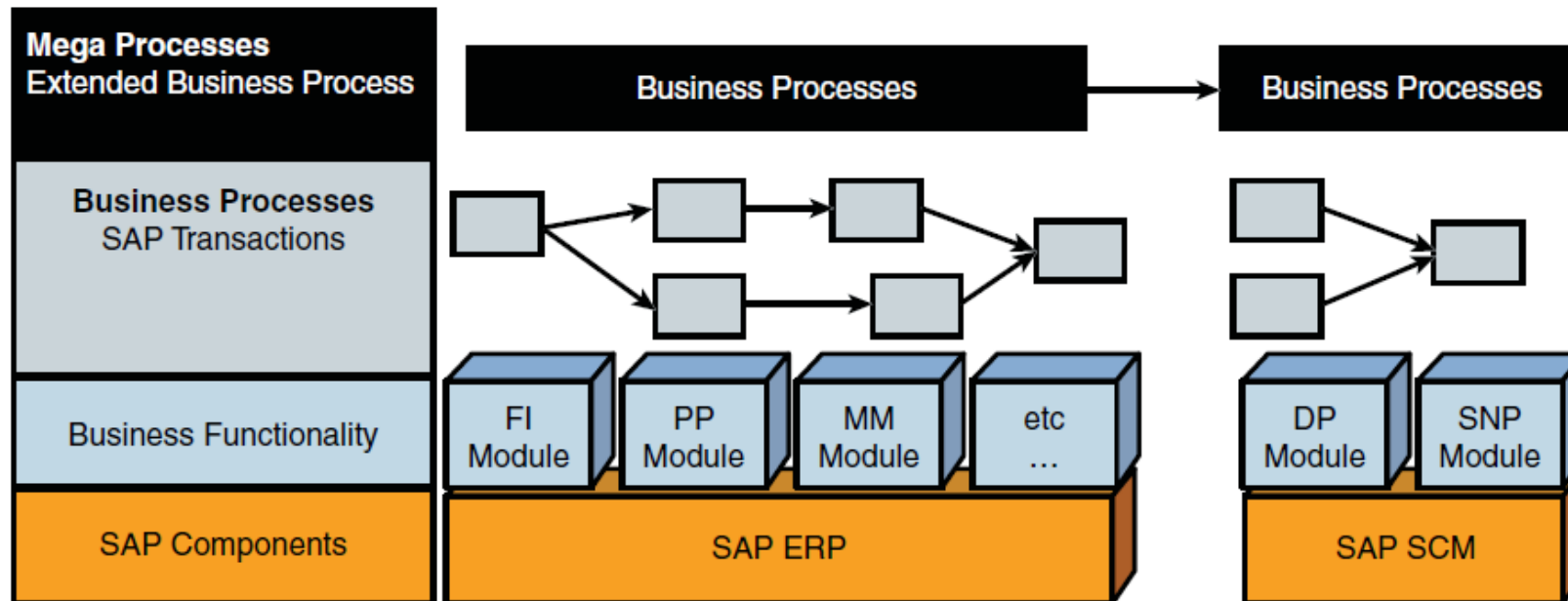
How are they managed?

How are they documented?

WHY BUSINESS PROCESS MANAGEMENT?



NATURE OF BUSINESS PROCESSES



AN EXAMPLE: PROCUREMENT PROCESS

