

# Quizlet

## Week 4: Business Process Design and System Flow Charts

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### Key concepts:

Internal Control Procedures

Mapping

Time And Distance

### Terms in this set (15)

Graphical tools	- general process chart - process activity chart
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General Process Chart	<ul style="list-style-type: none"><li>- eliminates non-value adding activities and measures process improvement</li><li>- summarises the current process, newly designed process and the improvements</li><li>- indicates major problems with existing system and how the redesign promotes solutions for them</li></ul>
Process-flow diagram/Load-distance analysis	<ul style="list-style-type: none"><li>- provides a picture of the spacial relationships between activities</li><li>= measures process performance in units of time and distance (horizontal and vertical)</li><li>- helps identify unnecessary transportation and movement of items/jobs</li><li>- used to compute Load Distance Scores</li></ul>
Flowcharting	Understand flow of work through network activities
Service System Mapping	Mapping flows onto services
Line Balancing	Balancing flow and capacity
Scheduling	Minimises process cycle times
Workflow Design Principles and Tools	<ul style="list-style-type: none"><li>- established product orientation in the process</li><li>- eliminates buffers</li><li>- one-at-a-time processing</li><li>- balances bottleneck flows</li></ul>

Process Activity Chart	<ul style="list-style-type: none"><li>- complements the General Process Chart</li><li>- provides details regarding the sequence diagram</li><li>- disadvantages is that it only considers average activity times and cannot depict parallel activities</li></ul>
Load Distance Analysis	$LD(i,j) = \text{Load}(i,j) \times \text{Distance}(i,j)$ <ul style="list-style-type: none"><li>- GOAL: find a design that minimises the total LD score</li><li>- summarised by the Load Matrix</li></ul>
Load Distance Score	<p>Measures the attraction between two work stations</p> <ul style="list-style-type: none"><li>- the larger the traffic volume the higher the score and the higher the incentive to keep the work stations together</li></ul>
Types of Flowcharts	<ul style="list-style-type: none"><li>- document</li><li>- system</li><li>- program</li></ul>
System Flowcharts	<ul style="list-style-type: none"><li>- graphical representation of business processes, including information processes as well as related operation processes</li><li>- depicts the sequence of activities performed as the business event flows through the process</li></ul>
Document Flowchart	<ul style="list-style-type: none"><li>- illustrates the flow of documents through an organisation</li><li>- useful for analysing internal control procedures</li></ul>
Program	<ul style="list-style-type: none"><li>- represents the logical sequence of</li></ul>

Flowcharts

| program logic

**THIS SET IS OFTEN IN FOLDERS WITH...****Week 1: Introduction to BIS**

18 terms



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**Week 2: Enterprise Systems**

37 terms



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**Week 3: Business Process Design and Data Flow Diag...**

15 terms



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**Week 6: Lean Operations and Quality**

37 terms



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