Six core elements of business process management!

BPM is a practice that aims to model, measure, improve and optimize business processes. No customer is exactly the same so generic processes cannot possibly account for their varying needs. The modern world requires more than a one-size-fits-all kind of approach to process management.

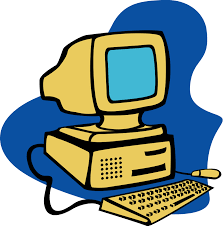
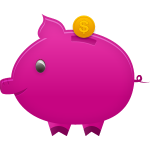
Business process is a standardized way to convert a set of inputs into a desired output that a customer would find valuable.

So how exactly a business process works?

**OUTPUT**

**INPUT**





For example, a loan application at a bank! A customer applies an electronic application via a bank website. That’s an Input! The business process itself consists of credit check and other activities that enables the bank to make a decision whether to approve of loan or not. The out put of the business process is a decision that is communicated to the customer followed by the money being paid to the correct customer’s bank account.

So here, the primary output is the money that the customer wants to borrow.

The secondary output is the email notifying the customer of the decision.

The 6 pillars of BPM are *strategic alignment, governance, methods, information technology,* *people* and *culture*. All six aspects need to work for a BPM project to be a success. The business process needs to be fit for purpose and actually satisfy the demands of stakeholders. People aspect also needs to work, if a customer neglects required information, the web page will alert him or her that the application form is incomplete. If a manager forgets to approve a certain process step, she will get an alert and if she still ignores it the alert will escalate to her manager and the process owner will also get an alert that the process is stuck. This level of visibility if impossible to achieve without a good technology. For the automation to run smoothly, the information needs to work seamlessly all of the time. It takes a large team of experts with IT and business knowledge to implement a BPM project. The project team studies a related set of business process in great detail and they try to re-design it with the objective of optimizing it so it is fit for purpose. This happens during the design phase of the process where the processes are carefully designed to be as simple and straightforward as possible, so it can be completed in the shortest possible amount of time without making mistakes. During the modelling and simulation phase of the project, the process is documented in the form of an activity model. It is impossible to simulate the behavior of the system and try out different scenarios through the what-if approach. Once the process is approved by the management it is employed, this occurs during the execution phase of the project. The project team will then monitor the business process to see if anything goes wrong, this is the monitoring phase. If any problem arise, changes will be made to further optimize the process to take care of exceptions. This occurs during the optimization phase of the process. A good BPM implementation will increase the visibility of the bank’s activities, making it easy to monitor and control the critical business processes of the bank. It provides management with increased ability to identify bottlenecks, making improvements when needed and re-assigned resources to meet customer demand. Good BPM system will only contribute significantly to reduce real-times, so the customer hears about the decision of the bank within days or other than weeks. It ensures better definition of duties and the roles of the employees of the company. It prevents the unfortunate situation where a customer who called up to enquire about a loan application is transferred to the one individual to the next and to the next and they transfer him to the person who deals with it. Business Process management uses a cross-functional approach where the work is automatically moved from one desk to next without manual intervention. Once a system is operational the process is yet not complete, the team needs to get the customer feedback and make further improvement. In general, all the six principals of business process management need to be followed to ensure success.