

BPMN – AS-IS Manual Leave Management Process

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Process Overview

The current leave management process is manual and primarily handled through emails, phone calls, Excel records, and HR follow-up. This results in delays, missing records, and heavy manual effort for the HR team.

Participants

| Lane (Swimlane) | Responsibilities |
|-----------------|-------------------------------------|
| Employee | Sends leave request via email/phone |
| Manager | Reviews and responds to request |
| HR | Updates Excel master sheet manually |
| Payroll Team | Uses monthly Excel for calculations |

BPMN Textual Flow Representation

Employee → Writes email/message to manager

Manager → Reads email (whenever available)

Manager → Replies with approval or rejection via email

Employee → Updates HR manually if needed

HR → Locates Excel file and edits leave data manually

HR → Generates monthly attendance summary manually

Payroll Team → Rechecks/investigates inconsistencies

Pain Points Identified

- No audit trail
- Delayed approvals
- Employees have no visibility of leave status
- Excel errors and inconsistencies
- No standardized workflow
- HR is overloaded at month-end

Business Impact

| Problem | Result |
|-------------------------|------------------------|
| Manual process | Time consuming |
| Missing approvals | Policy violation |
| Delayed reporting | Payroll delays |
| No real-time visibility | Resource mismanagement |

BPMN – TO-BE Automated Leave Management System

Process Overview

The proposed digital system automates the entire leave workflow including submission, approval, notifications, attendance logs, and HR reporting — reducing manual effort and improving compliance.

Participants

| Lane (Swimlane) | Responsibilities |
|-----------------|--|
| Employee | Submits leave in the system portal |
| System | Validates and routes requests |
| Manager | Approves or rejects digitally |
| HR | Oversees admin controls and reporting |
| Payroll | Uses automated monthly report for processing |

BPMN Textual Flow Representation

Employee → Submits leave request via system

System → Validates leave rules (balance, type, eligibility)

System → Routes request automatically to reporting manager

Manager → Approves/Rejects through the system portal

System → Updates leave balance & attendance calendar

System → Sends notifications to employee & manager

HR → Monitors leaves & generates monthly reports

Payroll → Uses automated attendance/leave report for payroll cycle

Key Improvements

| AS-IS | TO-BE |
|----------------------|---------------------------------------|
| Email communication | Digital workflow |
| Manual Excel updates | Auto leave balance update |
| Delayed reminders | Instant notifications |
| No visibility | Employee & Manager dashboards |
| Heavy HR workload | HR monitors instead of manual updates |

Expected Benefits

- 40% reduction in leave approval turnaround time
- 60% reduction in HR manual effort
- 100% visibility of leave status with audit trail
- Improved policy compliance and team resource planning