

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