
Business Process Engineering (BPE)

Information

- Instructor:
 - Dr. Farhan Hassan Khan
 - The course material will be available on University LMS
 - Outline:
 - As per HEC
 - Teaching Methodology:
 - Lecturing, Written Assignments, Project, Report Writing
 - Assessment:
 - Sessional Exam, Home Assignments, Quizzes, Final Exam
 - Reference Material:
 - Business Process Improvement; The Breakthrough Strategy for Total Quality, Productivity, and Competitiveness, H. J. Harrington
 - Business Intelligence: A Managerial Approach by Turban, Sharda, Delen, King, 2nd Edition, Prentice Hall (2011).
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The bottom line is...

- Clean kitchen does not necessarily produce tasty food, but
 - we'd rather eat a so-so tasty food from a clean kitchen.
 - Good processes does not necessarily develop quality software, but
 - we'd rather fly in Airbus with a software from a well-known company than a small software development house.
 - So, there is a need for quality processes, since they decrease the risk of companies producing low quality products.
 - Process management ensure qualitative processes.
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Definitions

■ Business

- ❑ person/corporation engaged in commerce, manufacturing, or a service; profit-seeking enterprise
- ❑ people/teams are involved for a specific outcome; refers to individuals, interacting together, to perform a set of activities to deliver value to customers and a return on investment to the stakeholders

Definitions

■ Process

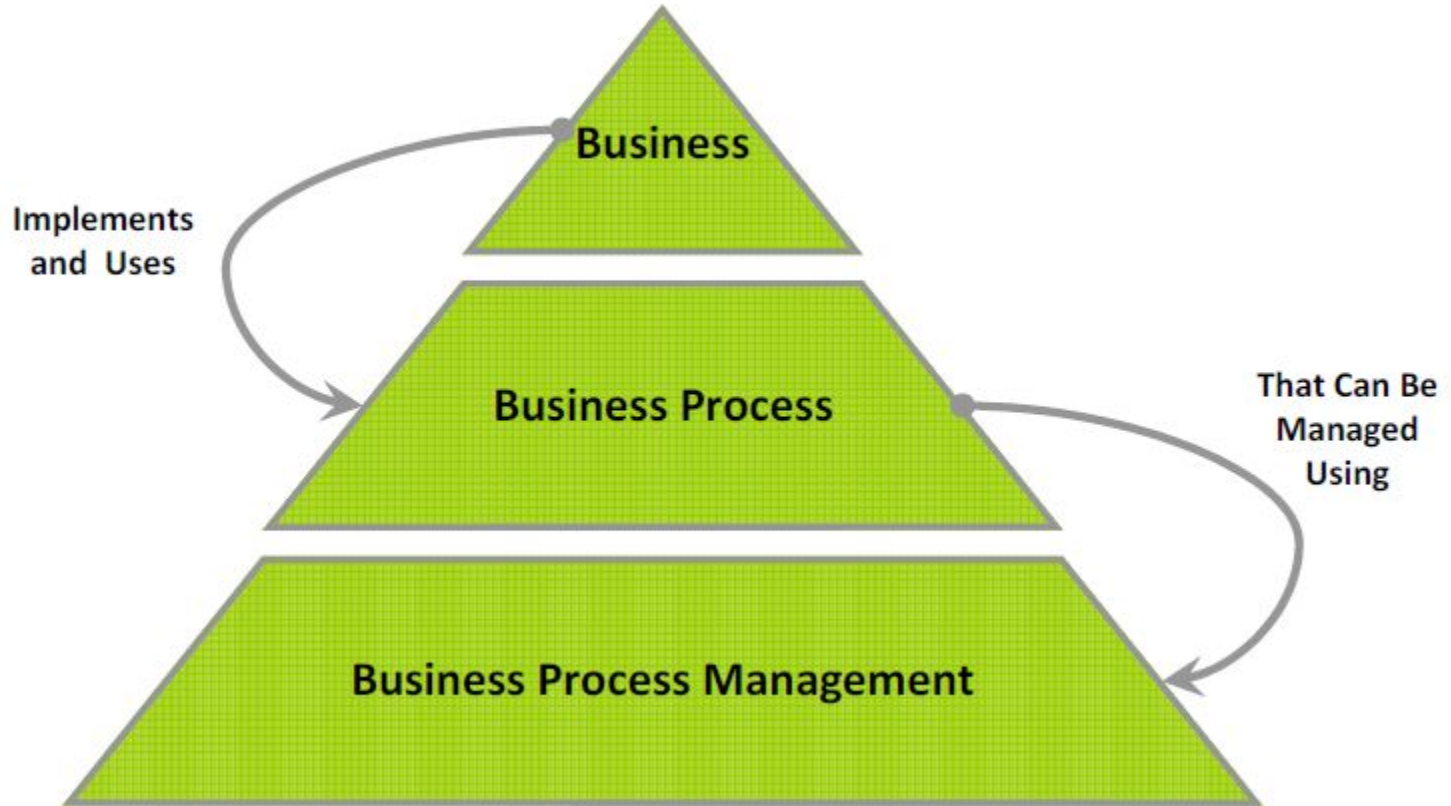
- A **systematic** series of actions directed to some end; A **continuous** set of actions, operations or series of changes taking place in a **definite** manner
- Process is a defined set of activities or behaviors
 - performed by humans or machines to achieve one or more goal
 - triggered by specific events and have one or more outcome that may result in the termination of the process or a handoff to another process
 - composed of a collection of interrelated tasks or activities which solve a particular issue

Definitions

■ Management

- ❑ The act or manner of managing; handling, direction or control; executive ability; the person or persons controlling and directing the affairs of a business or institution
 - ❑ It requires handling exceptions, providing directions, controlling variables to achieve desirable outcomes;
 - ❑ it requires skills and involves people and executives
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Definitions



Business Process Management

- Disciplined approach to identify, design, execute, document, measure, monitor and control both automated and nonautomated business processes to achieve consistent, targeted results aligned with an organisation's strategic goals
- Involves the deliberate, collaborative and increasingly technology aided definition, improvement, innovation and management of end-to-end business processes that drive business results, create value and enable an organisation to meet its business objectives with more agility
- Enables an enterprise to align its business processes to its business strategy, leading to effective overall company performance through improvements of specific work activities either within a specific department, across the enterprise or between organisations

End of Lecture
