
Business Process Engineering (BPE)

Components

- A management approach to continuously improve processes and archive organizational objectives through a set of methodologies and technologies
- People and processes are a key part



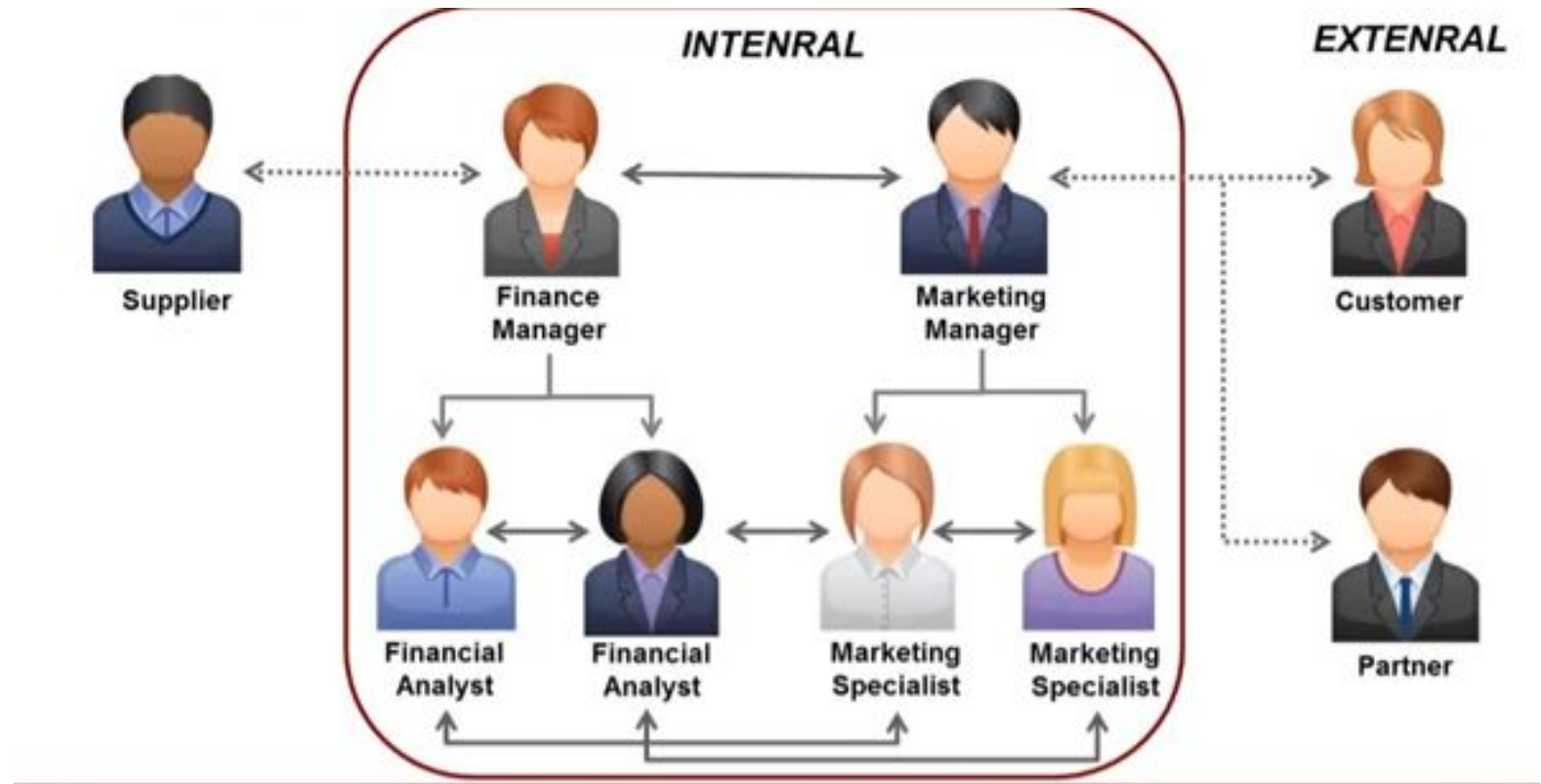
Input



- An input can be a form, a document, an image, an approval from a person (employee/customer/ manager can trigger an event), data, alert, mail from a person or a system.

Process Participants

From the same team project,
but also cross-functional



Process Activities

- Types:
 - **Value Added** - contribute to the process output in a positive way
 - **Handoff** - pass control of the process to another department or organisation
 - **Control** - assure that the processes behave within desired tolerances or specify a validity checkpoint
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Process Activities

- Examples:
 - ❑ Planning & strategy
 - ❑ Analysis
 - ❑ Design & modeling
 - ❑ Implementation
 - ❑ Monitoring & controlling
 - ❑ Refinement
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Output



- Management dashboard, reports, phones, e-mail alerts from key participants and reviewers
- Good outcomes for participants and organization + bring the process to an end

End of Lecture
