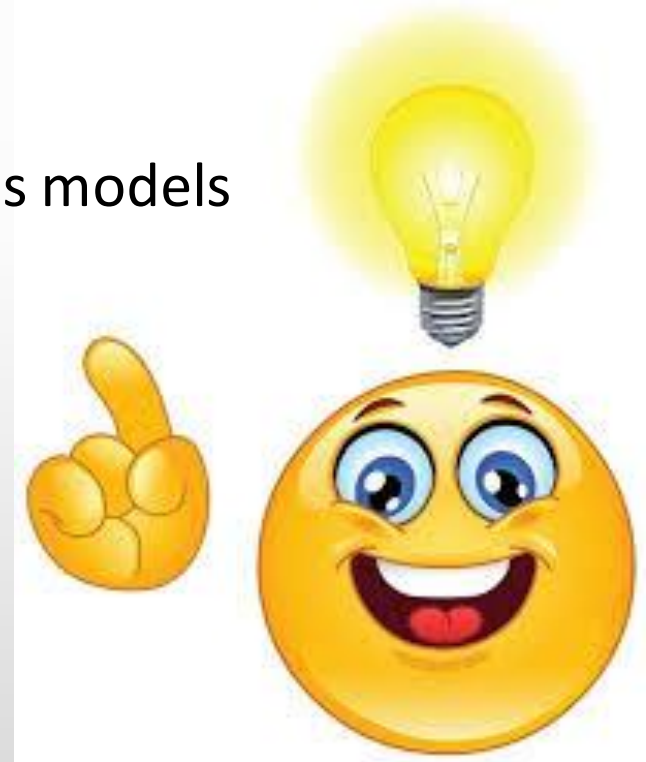


Business Processes Mapping

Lecture – 02

Lecture 02 - Recap

- How organizations use IS Today – Strategic business objectives
 - Operational excellence
 - New products, services, and business models
 - Customer and supplier intimacy
 - Improved decision making
 - Competitive advantage
 - Survival



Learning Outcomes

- **LO2:** Evaluate the information systems strategies to achieve organizational goals

Session Outcome

After completing this session you will be able to;

1. Develop complete consistent process maps
2. Effectively analyze flow charts to identify improvement opportunities.

What is a Business Process?

- A **business process** is a collection of **interrelated activities** that takes one or more kind of **inputs** and creates an **output** that is of **value to the customer**.

Lets walk to McDonald's. Your favorite fast food restaurant.

What kind of business processes you can find there?

Example: Preparing a Burger Meal

- Activities

Take order, prepare meal, deliver meal

- Inputs

Burger bun, meat, tomatoes, potatoes, labor, etc.

- Output

Hamburger



Why Process Mapping?

Because...

These questions require a good, documented and communicated understanding of business processes!

- How do the processes look like?
- How do we know that we manage our processes well?
- How can we train staff in our processes?
- How can we ensure required process compliance?
- How can we design and use IT to support our processes?
- How can we organize and conduct process improvement?

Process mapping?

Break down the process in to activities/steps and visualize it pictorially to highlight the flow of performing them.

Process mapping - Characteristics

- A visual representation of a flow of a process for a product or service.
- Within specified boundaries.
- Uses symbols and arrows to display inputs, outputs, tasks performed and task sequences.
- Helps to analyze the process.
- Also referred to as Flow charts or Flow Diagrams.
- First step in Process improvement effort.

Questions to understand the process flow

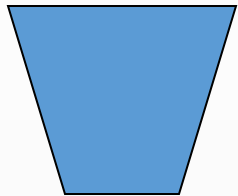
- What is happening?
- When is it happening?
- Who is doing it?
- Where is it happening?
- How long does it take?
- How is it being done?
- Why is it being done?

Developing a Process Map

Process Mapping - Notations



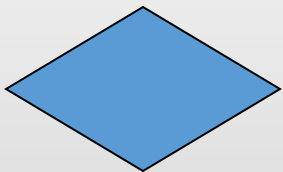
Start or End point



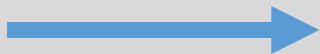
A Manual operation depicted as a sub process



Totally automated activity depicted as a sub-process

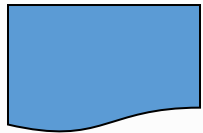


Decision

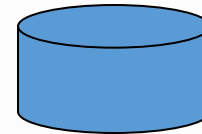


Process flow direction

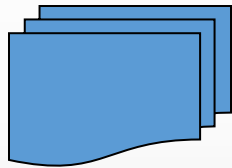
Process Mapping – Notations Cont.



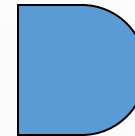
Document



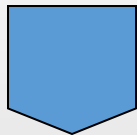
Database



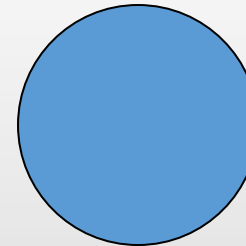
Multidocument



Delay



Off-page connector

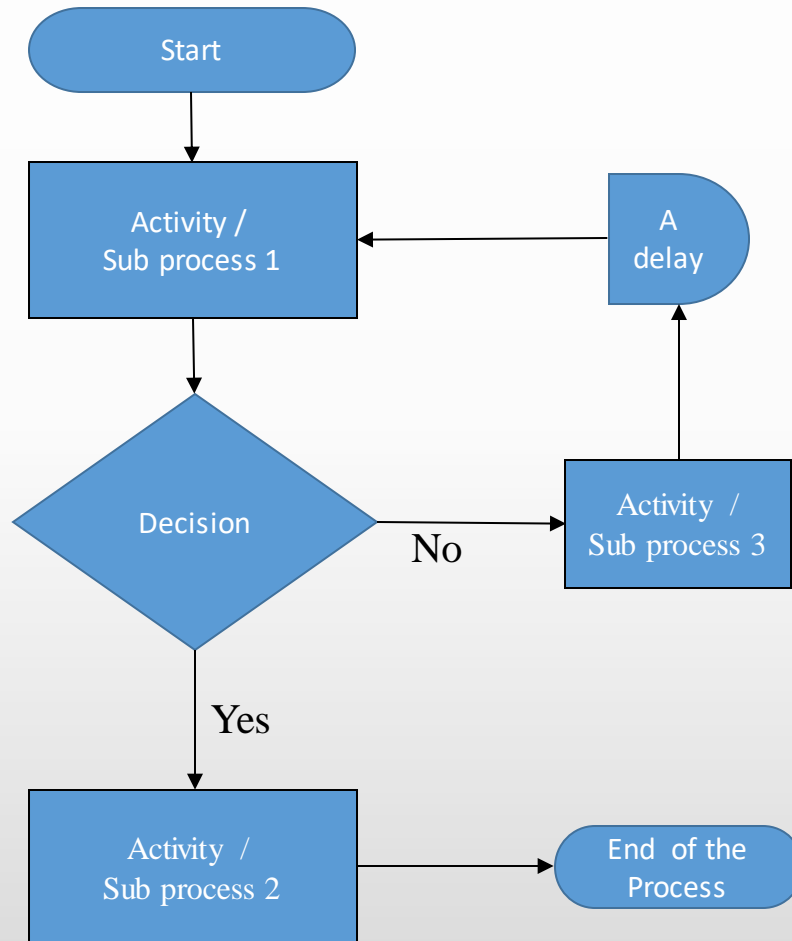


Another Process

Phase Separator



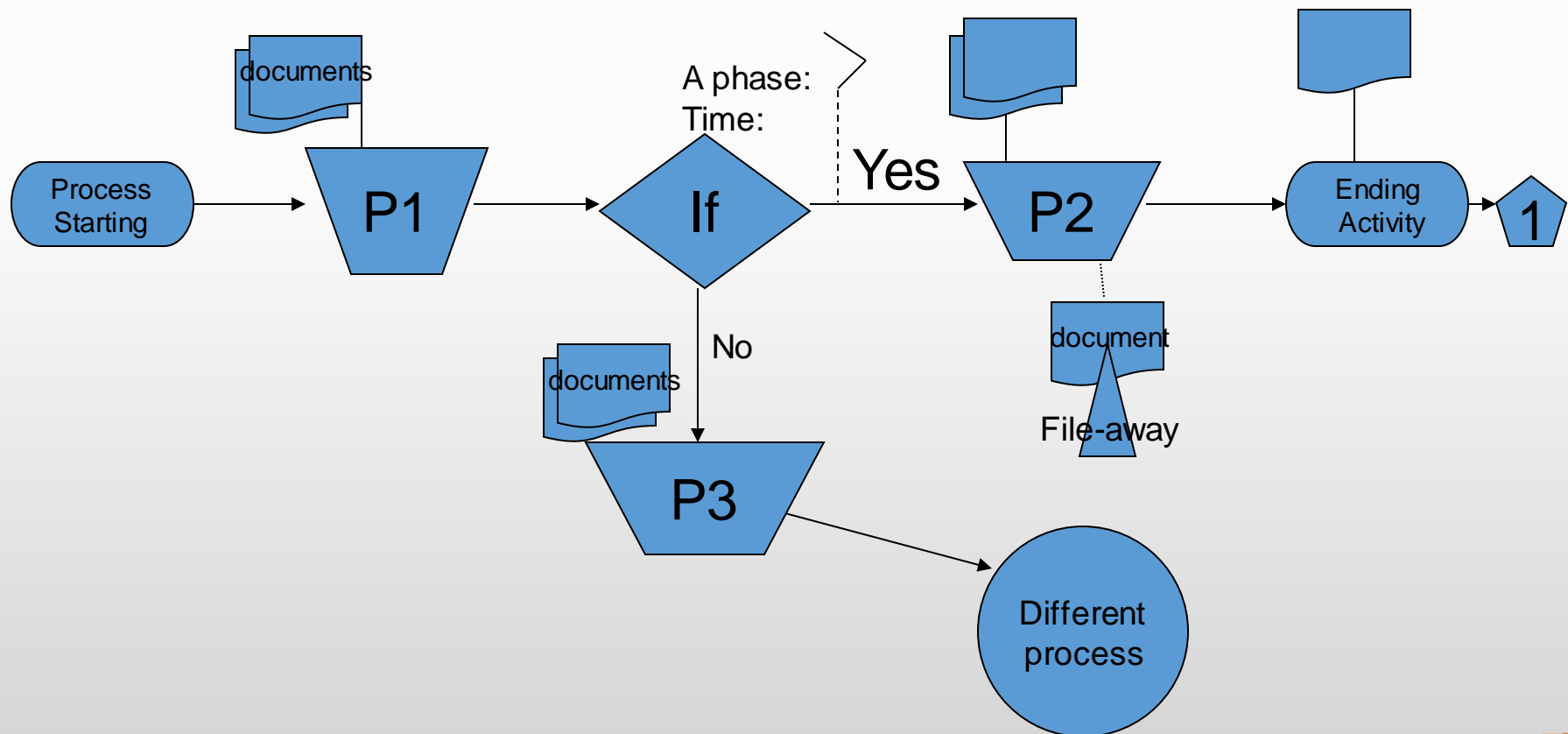
Example:



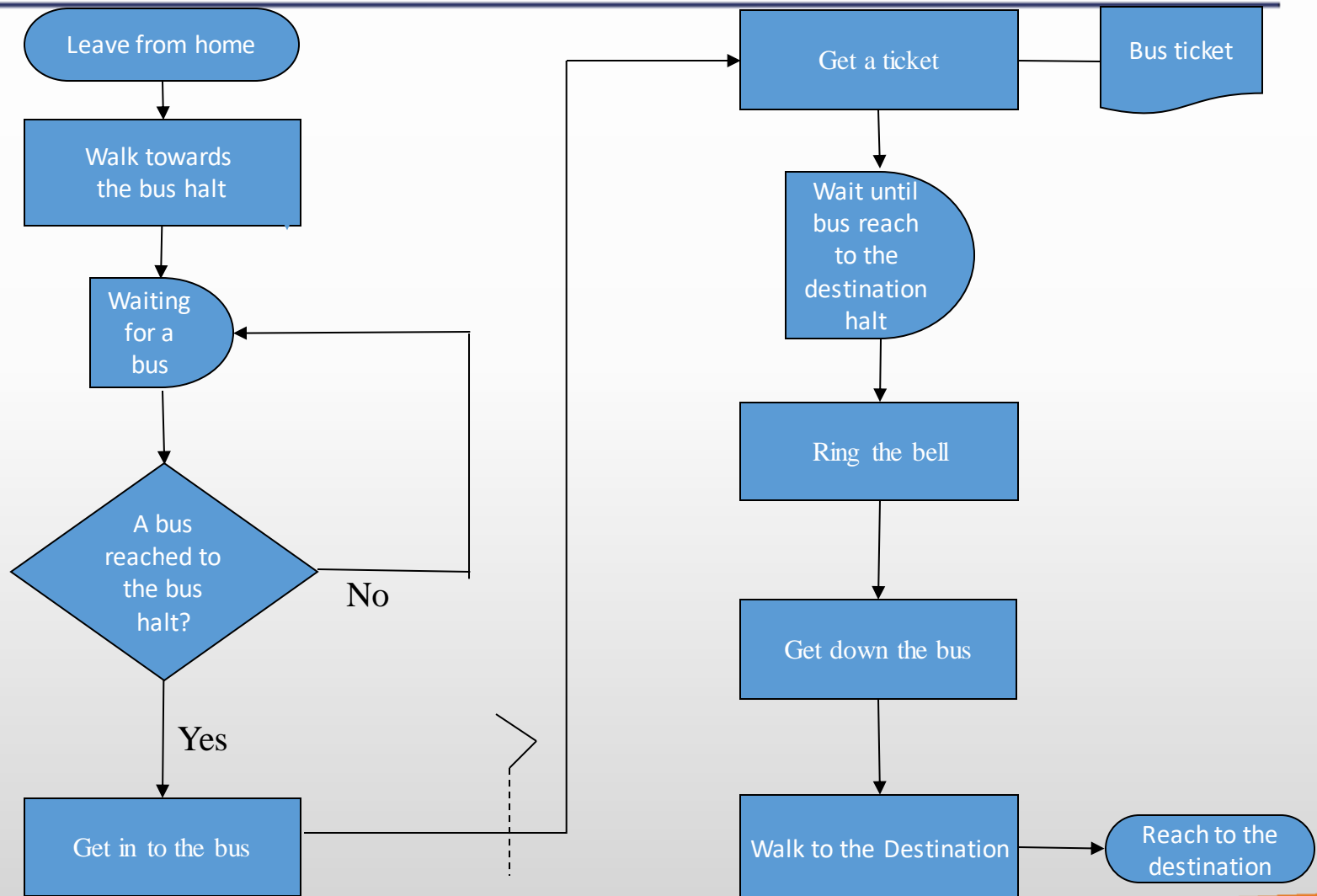
Note:

- use terminator/start symbol to show start and end of the process
- Use off page reference to link to another process map page
- Use delay symbol to show when delays occurs: waiting on queue's, waiting for an event, etc.
- Always try to identify timing for each activity + total phase time

Possible process map drawing



Example: Travelling process

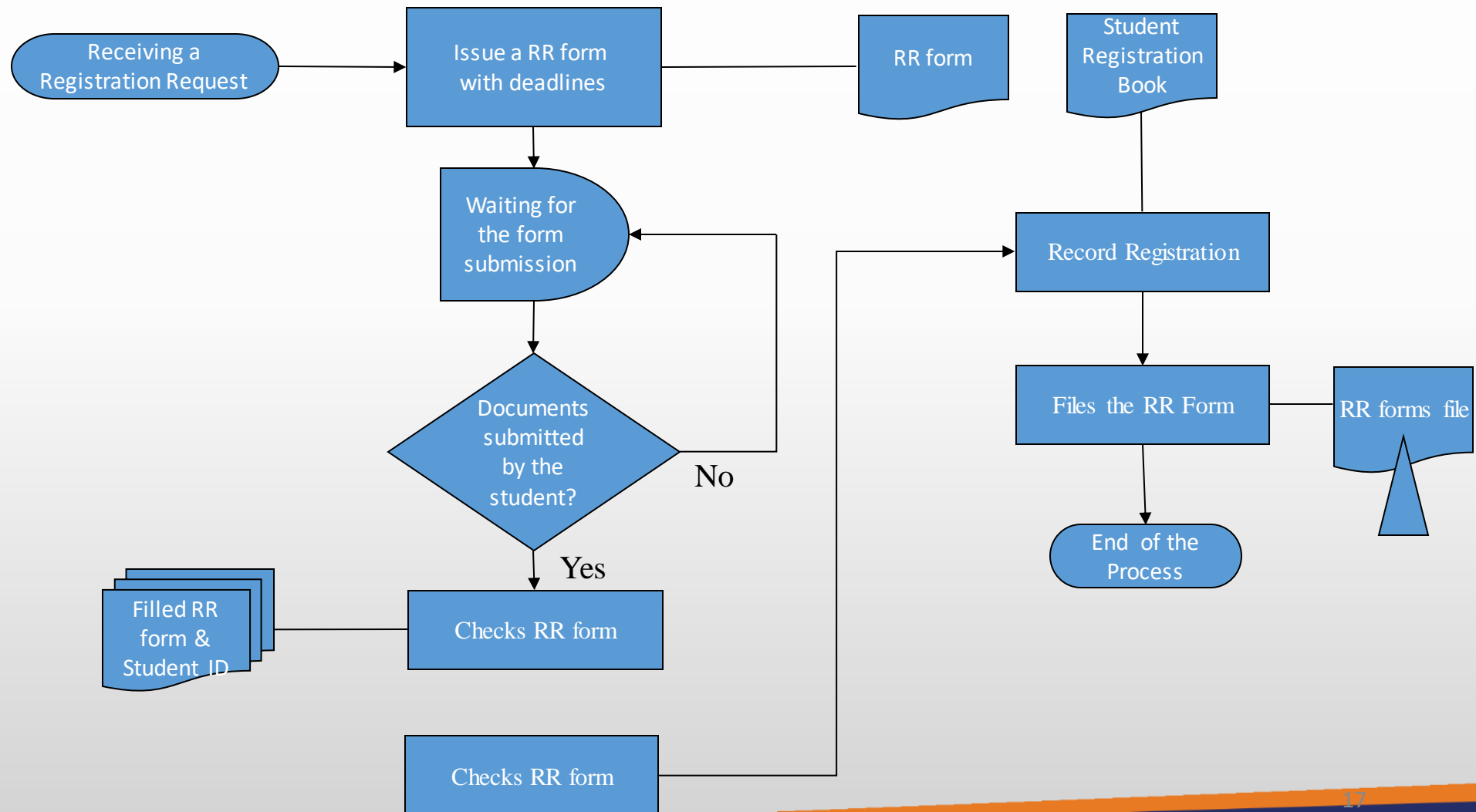


Class Activity – Draw a Process Map for the following process

Register for hostel accommodation

- Go to hostel and Request a 'Registration Request Form' from hostel manager.
- Hostel manager gives a RR form to student, and inform of last date and time to submit the form to hostel manager.
- Student Fill in the registration request form.
- Hand-over registration form and Student ID to hostel manager.
- Hostel manager checks the RR form.
- Hostel manager record the student registration in student registration book.
- Hostel manger files the form in current registration request forms file.

Answer:



Analyzing a Process Map

[Purpose of analyzing is to improve the process]

Questions to improve the process:

- What problems do you experience with the process?
- Where can the process be improved?
- Describe the ways in which other people do this process differently?
- Does the process always work this way, are there exception?
- What happens when things get really busy, do people do things differently?
- What happens when people go on leave, is it a problem to get everything done?
- What are all the documents that can be used in this process?
- What reports does this process produce and how are they used?
- At what stages are the documents handed over to others?

Class Activity:

Analyze this process map and prepare a list of questions to ask in order to improve the process.



Benefits

- Gives everyone a clear understanding of the process
- Identify different steps in the process with the right order.
- Easy to learn and understand.
- Helps to identify non-value-added operations.
- Good communication language and supports team/group work.
- Keeps everyone on the same page.



Next Lecture

- Modern Information Systems in Business



End of Lecture 02

