**BUSA 379: Business Process Management & ERP Systems**

**Assignment 1**

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**1.Identify 2 business objectives for the ABC Meds at Strategic/Corporate, Management/Intermediate, and Operational /Functional levels**

ABC Meds, headquartered in Dallas, is dedicated to improving healthcare by ensuring the efficient distribution of vital medical resources. Their offerings encompass a wide range of medical supplies and pharmaceuticals, with a strong emphasis on dependable service and punctual deliveries. In the following discussion, we will delineate two business objectives at each of the three levels: Strategic/Corporate, Management/Intermediate, and Operational/Functional, providing valuable insights into the organization's strategic direction.

**Strategic/Corporate-Level Objectives:**  
**1. Mission and Vision Alignment:**  ABC Meds is resolutely dedicated to upholding its corporate mission and vision, which strongly prioritize the seamless distribution of healthcare resources and the enhancement of healthcare infrastructure, all while remaining steadfastly aligned with the organization's core values. This alignment serves as a reliable guiding principle for expansion endeavors, ensuring the consistent delivery of dependable service and timely deliveries. Furthermore, ABC Meds maintains a focused commitment to expanding its market presence, both domestically and internationally, entailing entry into new regions and the exploration of untapped markets. Through this strategic diversification of its geographical reach and customer base, ABC Meds seeks to mitigate the risks associated with regional economic fluctuations while simultaneously bolstering its overall market share.

**2. Market Expansion and Sustainability Commitment:** Following a comprehensive review of its mission and vision, ABC Meds is poised to establish corporate-level objectives geared towards expanding its market presence by venturing into new regions and diversifying its array of offerings. Concurrently, the organization is unwavering in its commitment to sustainability and ethical practices, a commitment that will not only bolster its reputation but also enhance its overall appeal. Recognizing the paramount significance of sustainability and ethics within the healthcare industry, ABC Meds has set forth an objective to intensify its sustainability endeavors. This includes reducing its environmental footprint, minimizing waste generation, and adopting responsible product sourcing, positioning ABC Meds as a socially responsible supplier in line with the burgeoning global emphasis on sustainable healthcare.

**Management/Intermediate-Level Objectives:**

**1. Competitive Differentiation:** ABC Meds will undertake a thorough SWOT analysis to identify its unique strengths and opportunities in the healthcare supply chain sector. Leveraging the insights derived from this analysis, the organization will craft a business-level strategy with the goal of differentiating itself from competitors through innovation, delivering exceptional customer service, and optimizing supply chain operations. In the contemporary competitive business environment, establishing a distinctive market presence is of utmost importance. Thus, the execution of a SWOT analysis equips ABC Meds with a comprehensive understanding of its operational landscape, highlighting areas where it possesses a competitive advantage that sets it apart from rivals.

**2. Create Business Initiatives:** When formulating a strategy for individual business units, companies typically aim to design initiatives that not only benefit the specific unit but also contribute to the overall objectives of the organization. For instance, if one of the primary corporate-level goals is to provide valuable skills training, business units may decide on actions that align with this objective, such as tailoring their customer services to meet their specific function's needs. Within ABC Meds, various business units will collaborate to develop initiatives that align with corporate-level objectives. For instance, if the overarching corporate goal focuses on sustainability, these business units may initiate programs aimed at reducing packaging waste, optimizing transportation routes, and responsibly sourcing products, all aimed at fostering a more sustainable healthcare supply chain.

**Functional Strategy:**

1. **Improve Inventory Turnover Efficiency:** ABC Meds aims to enhance the effectiveness of its inventory management by closely monitoring the frequency of sales and replenishments. This involves adopting strategies like just-in-time inventory practices and optimizing stock levels to reduce costs and ensure a consistent supply of healthcare resources.

**2.Enhance Order Accuracy:** Ensuring precise order fulfillment is crucial for ABC Meds' operations and customer satisfaction. At the functional level, the organization will set goals to boost order precision by defining specific metrics, including error-free order percentages and resolution time for discrepancies. This aligns with the corporate objective of providing dependable service. Initiatives like staff training, process enhancements, and rigorous quality control checks will contribute to achieving this goal and maintaining a high level of customer trust and satisfaction.

In summary, ABC Meds' strategic goals involve aligning its mission and vision with its core values, expanding its market reach, distinguishing itself from rivals, and enhancing operational efficiency. These objectives are in harmony with the organization's core values and its overarching mission of improving healthcare infrastructure by providing dependable service and timely delivery of vital healthcare resources.

**2.Identify 3 processes for each Core, Management, and Support Business process.**

In the business world, processes are categorized into Core, Management, and Support Business processes. Core processes generate revenue, Management processes ensure efficiency, and Support Business processes support broader goals. ABC Meds, a medical supply chain organization, prioritizes optimizing these processes to fulfill its mission of enhancing healthcare infrastructure and ensuring dependable service in the healthcare supply chain. We'll examine three processes in each category.

**Core Business Processes:**

**1. Supply Chain Management:** This process involves the acquisition, storage, and distribution of critical healthcare resources to medical facilities. It constitutes a fundamental revenue-generating activity that directly contributes to ABC Meds' mission of delivering medical supplies promptly.

**2. Order Fulfillment:** Ensuring the accurate processing, picking, packing, and timely shipping of customer orders is a pivotal core process. This process generates revenue by efficiently meeting customer demands.

**3. Quality Control and Assurance:** Maintaining the quality and safety of medical supplies and pharmaceuticals is of utmost importance. Quality control evaluations and adherence to regulatory standards are integral to this core process, safeguarding the organization's reputation and revenue generation.

**Management Business Processes:**

**1. Compliance Management:** This critical management process involves overseeing regulatory compliance and industry standards. It encompasses adherence to healthcare regulations, licensing, and quality assurance standards, ensuring corporate compliance.

**2. Financial Management:** Efficient financial processes such as budgeting, financial reporting, and cost control fall within this category. These processes ensure financial stability and uphold corporate governance.

**3. Risk Management:** Identifying, evaluating, and mitigating risks associated with supply chain operations and healthcare compliance is vital. Risk management processes enhance corporate efficiency by minimizing potential disruptions.

**Support Business Processes:**

**1. IT Support and Infrastructure:** While not directly generating revenue, IT support plays a pivotal role in organizational operations. This includes managing IT infrastructure, providing technical support, and ensuring data security.

**2. Human Resources:** HR processes encompass recruitment, training, and employee management, crucial for supporting the workforce. They indirectly contribute to business goals by ensuring a skilled and motivated workforce.

**3. Facilities Management:** The maintenance of physical facilities and logistics, including warehousing and transportation, is essential for seamless operations. These processes support core operations by ensuring the timely delivery of healthcare resources.

Collectively, these processes empower ABC Meds to fulfill its mission of enhancing healthcare infrastructure through dependable service and timely deliveries of essential healthcare resources.