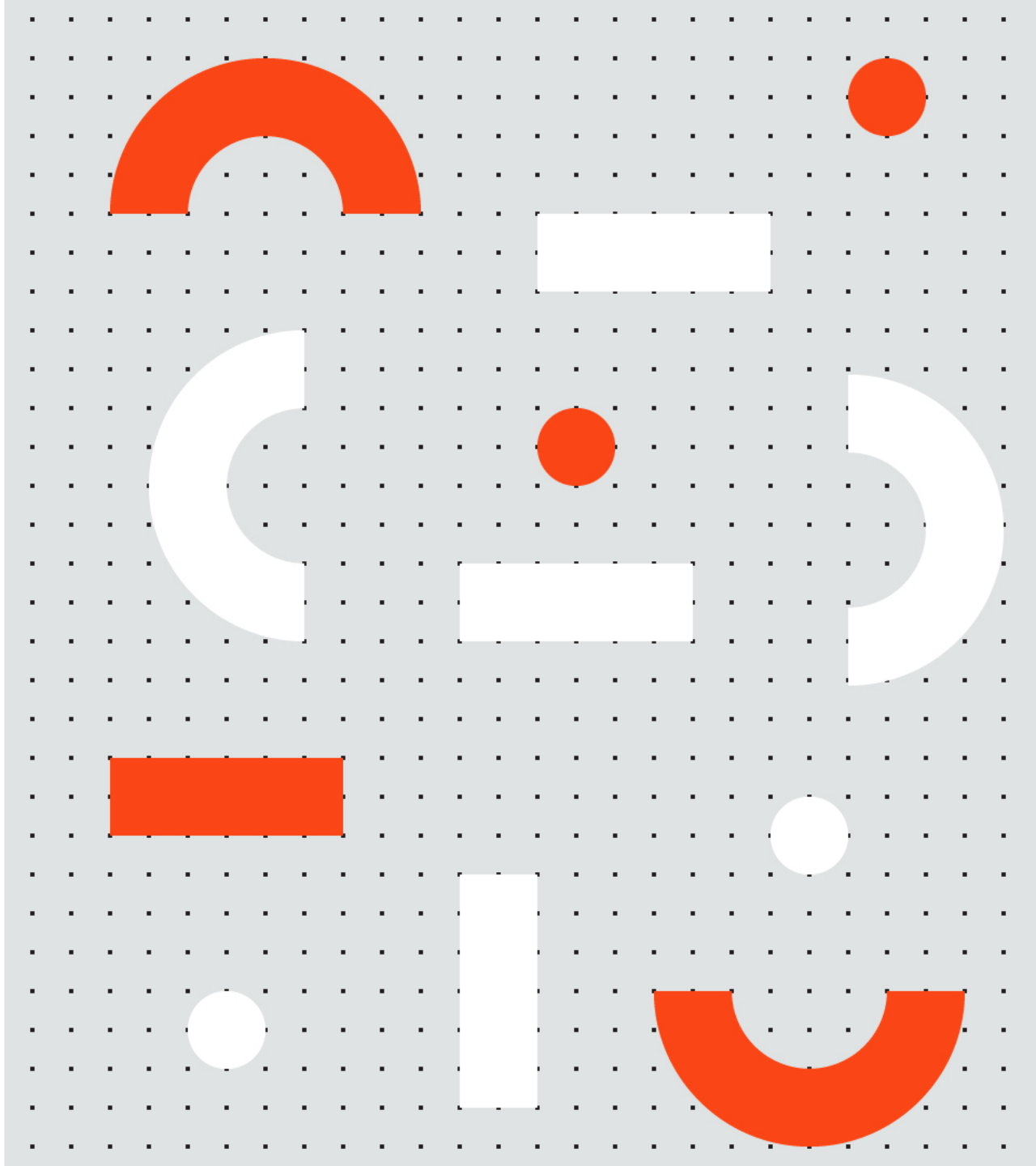


Business Analyst Training

What is a Process. The RPA Perspective



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What is a Process

- **Definition:** A set of interrelated or interacting activities that transforms inputs into outputs
- **Components:** Inputs, Process Flows, Source Applications and Outputs
- **Things to remember:** The outputs of a process can serve as inputs for other processes

Planning and executing processes can help with:



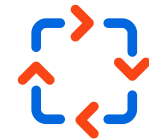
Compliance



Operational Needs

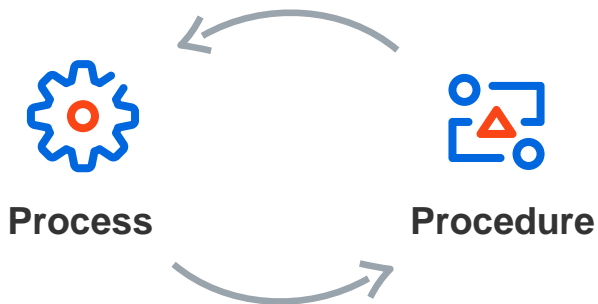


Managing Risks



Continuous Improvement

The relation between processes and procedures



A procedure explains:

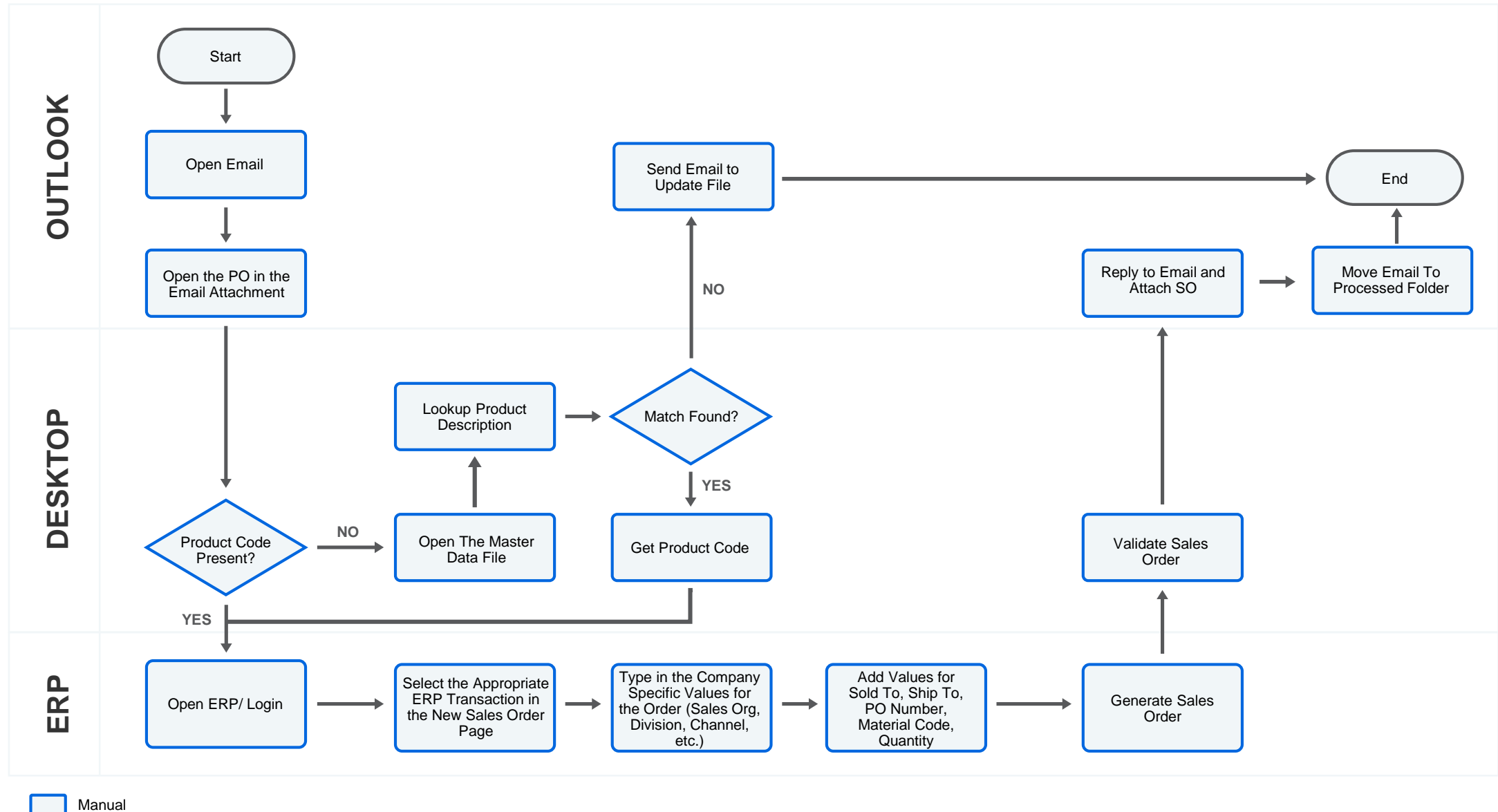
- who is responsible for each part of the process
- when each part of the process needs to occur
- how to handle exceptions
- the specifications applicable to each part of the process

Process Example

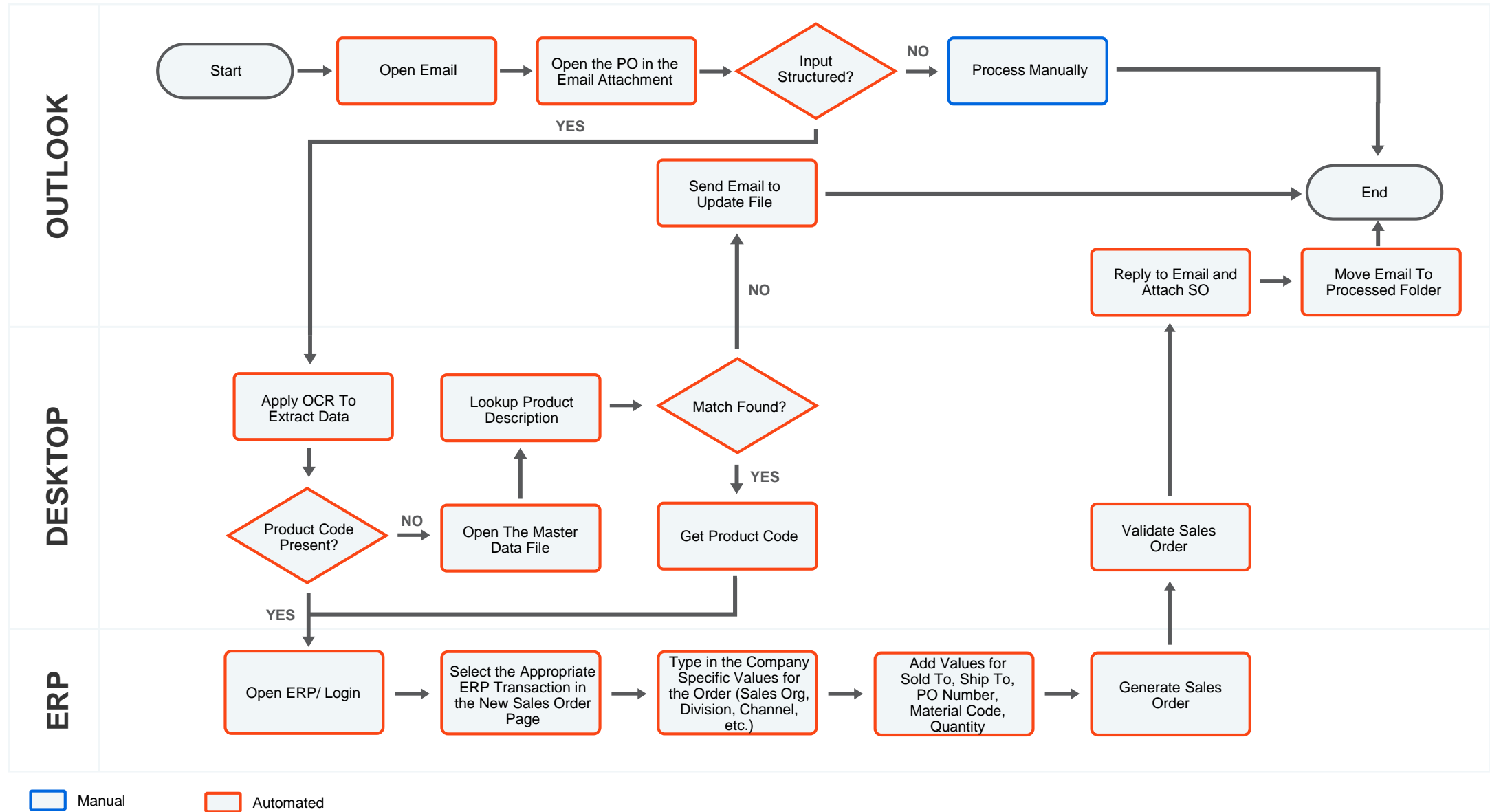
Order-to-Cash Process Description:

- A Purchase Order is received via email
- The agent opens the email attachment and checks that the product code is present in the PO
- If the product code is present in the PO, the agent opens the ERP system and runs a specific ERP transaction
- If the product code is not present in the PO, the agent looks it up in the master data file
- If the product code is present in the master data file, the agent opens the ERP system and runs a specific ERP transaction
- If the product code is not present in the master data file, the agent sends out an email to the Master Data Analyst to update the file
- Once the product code is provided, the agent populates the required fields in the ERP screen, as per the organization requirements and the PO
- Next, the agent generates and validates the Sales Order
- Finally, the agent replies to the initial email, adds the Sales Order in the attachment and moves the email to the processed folder

"As-Is" Process Flowchart



"To-Be" Process Flowchart



Thank you

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