**ASSIGNMENT COVER SHEET**

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| --- | --- | --- |
| Student’s name | Joshua | Morton |
| Module name | Business Systems and Processes |  |
| Title of assignment |  |  |
| Complete Word Count in my assignment | / 3000 |  |
| Date submitted |  |  |

All work must be submitted by the due date. If an extension of time to submit work is required, a [Mitigating Circumstances Extension Form](https://canvas.qa.com/courses/1041/files/660514?module_item_id=143660) must be submitted.

Has an extension been approved? Yes X No   
  
If yes, please give the new submission date ….…/..…./…….

|  |
| --- |
| **IMPORTANT: THIS STATEMENT MUST BE READ AND SIGNED**  Academic Integrity Statement  Academic integrity and honesty are fundamental to the academic work you produce at the University of Roehampton. You are expected to complete coursework which is your own and which is referenced appropriately. The university has in place measures to detect academic dishonesty in all its forms. If you are found to be cheating or attempting to gain an unfair advantage over other students in any way, this is considered academic misconduct, and you will be penalised accordingly. We declare that the work we are submitting is our own work, is properly referenced and has not been submitted elsewhere. |
| Student signature (to include student’s full name):    Date: |

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# Introduction

# Task 1

Analyse a specific critical business process within a functional unit or a critical business process for your organisation of focus. Analyse the documented process and scope the business process problem(s), with a focus on identifying inefficiencies.

Include high-level and low-level detail as appropriate, including relevant analysis/modelling diagrams, with a discussion around the benefits and challenges of the current process. Explain your choice of analysis technique(s) and how each model helps to visualise different aspects of the process.

# Task 2

Discuss two process improvements for process redesign and modelling for the chosen business process. This may refer to the analysis from Task 1 but must include relevant module material. High-level and low-level detail, including relevant analysis/modelling diagrams, should be included in addition to the benefits and challenges these process changes will bring to the company.

In your analysis, apply relevant theoretical frameworks and concepts related to your suggested business process improvements. Provide the reader with an understanding of the company’s viable options and a justified recommendation.

# Task 3

Discuss implementation and process management of the business process from Task 2 using relevant module material. Review the role of technology and reflect on the tools/concepts that can be utilised to assess viability to support organisational choices.

You may consider one or more of the following technologies or choose other alternatives in your reflection: Artificial Intelligence, Machine Learning, and Robotic Process Automation (RPA) as possible areas of discussion. Discuss the importance and application of ongoing monitoring and evaluation of processes.

# Conclusion

# Appendices

# References

Belbin Website. N/D. The Nine Belbin Roles. [Article] Available at: <https://www.belbin.com/about/belbin-team-roles> [Accessed 22/02/2024]

Belbin, R Meredith. 15/01/1996. Team Roles at Work. 1st Edition. Butterworth-Heinemann Ltd, Oxford, United Kingdom. [Accessed 26/02/2024]