

```
#####  
### PROCESSES FOR DIFFERENT BUSINESS DOMAINS ###  
#####
```

Q: Consider a xxxxxxxxx company.  
What are the main high level business  
processes they have to set up and operate?

# Manufacturing companies

- product/process design (R&D)
- supply chain
- production
- distribution (sales management)

# Process industries

(chemical, oil companies, etc... ~ all the company with few needed materials)

- raw materials supply
- production
- distribution and sale
- maintenance of facilities
- procurement (spare parts, material, etc...)
- supervision and process control  
(important: because they can easily generate disasters)

# Telecom operators

- network management
- workforce management (many technicians/workers maintaining radio stations, antennas, etc...)
- customer management (very important: million of customers)

# Utility domain companies (electricity, water, gas, etc..)

- product and service development
  - retail customer care
  - enterprise customer management
- >>> important: no network management > public national company manages the network

# Banks (service)

- customer management (CRM)
- operations (service provisioning to customers >> deposits, loans, other money operations..)
- analytic CRM (customer data management, marketing and customer analysis)

# Insurances

- customer management (CRM) - critical
- insurance lifecycle management
- analytic CRM (exactly like banks)

# Retailers (typically "large chains of supermarkets to resell stuffs")

- general management (offers strategies, acquisitions, supplier selection, etc...)
  - logistics (manage the stocks) >> big volumes
  - point of sale management
- >>> similar to service companies

# Public administrations

- @@@ difficult to categorize in one precise kind of company
- @@@ management processes often absent
- services to citizens and companies
- political processes at different levels
- @@@ lack of reference framework