

PROJECT 3 — PROCESS IMPROVEMENT CASE STUDY

BUSINESS REQUIREMENTS DOCUMENT (BRD)

Project: Process Improvement Case Study

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1. Project Overview

This BRD outlines the need to improve an existing operational workflow by identifying bottlenecks, reducing inefficiencies, and recommending measurable improvements.

2. Business Problem

The current process involves multiple manual steps, unclear ownership, inconsistent handoffs, and high error rates.

This leads to delays, increased workload, and reduced operational accuracy.

3. Business Objectives

Objective	Description
Reduce processing time	Identify inefficiencies and remove redundant steps
Improve accuracy	Minimize human errors through standardization or automation
Enhance workflow clarity	Define clear ownership and handoffs

4. Scope

In Scope	Out of Scope
Mapping current As-Is process	Hiring additional staff
Creating To-Be optimized workflow	System-level architectural redesign
Identifying bottlenecks	Full automation implementation

5. High-Level Requirements

Requirement ID	Description
BR-01	Capture current workflow details
BR-02	Identify and categorize process gaps
BR-03	Recommend optimized workflow