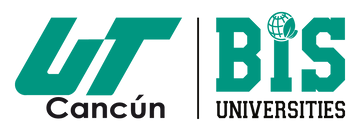
Here are the important points from the provided information on business process management (BPM):



**REPORT: PROCESS MANAGEMENT**

Video 1

1. **Definition of Business Process:** BPM is a process-centric approach aimed at improving business performance. It combines information technology with governance methodologies.
2. **Understanding Business Processes:** A business process is a standardized way of converting inputs into valuable outputs for customers. For example, a loan application at a bank transforms customer-supplied information into a loan decision and the transfer of funds.
3. **Input, Output, and Customer:** A business process has inputs provided by suppliers, activities that transform these inputs, and outputs, including the desired result for customers. Both internal and external customers can be involved.
4. **Three Pillars of BPM:** BPM relies on technology, people, and processes working harmoniously. Technology is essential for automation and visibility. People must provide necessary information and act on alerts. Processes need to be fit for purpose and satisfy stakeholder demands.
5. **BPM Implementation Steps:** The BPM project involves various phases: Design: Detailed analysis and redesign of processes.

Modeling and Simulation: Creating activity models and simulating process behavior. Execution: Deploying the redesigned processes.

Monitoring: Observing the process performance and resolving issues. Optimization: Continuously improving processes based on feedback and data.

1. **Benefits of BPM:** BPM increases visibility, reduces lead times, defines employee roles, assists in fraud prevention and compliance, and enables smoother customer interactions by automating cross-functional tasks.
2. **Training and Change Management:** Proper training is crucial for employees and management to understand their roles. Active support from senior management and effective change management principles are essential for success.
3. **Automation Rules:** Automation should enhance efficiency in well-structured operations. Automating inefficient processes will magnify inefficiencies.
4. **Common Mistakes in BPM Implementation:** Common mistakes to avoid include configuring software before studying processes, thinking in silos, ignoring end-users, attempting to reduce headcount, not building flexibility into the system, not providing adequate training and support, and not celebrating successes.

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1. **Data-Driven Decision-Making:** Trust analytical data generated by BPM systems to make informed resource allocation decisions.
2. **Avoiding Automation of Failure:** Automating a flawed business process only accelerates the mistakes. BPM should be used to optimize processes before automation.
3. **The Importance of Flexibility:** BPM systems should be adaptable to changes in the business environment, such as regulatory updates.

Video 2

1. **Passion for Process Management:** The speaker is passionate about process management and its significance for achieving operational excellence.
2. **Global Participation:** Participants are from various countries, including Pakistan and Saudi Arabia, indicating a global interest in process management.
3. **Current State of Documentation:** A significant percentage of organizations have less than 50% of their processes documented, indicating a lack of standardized approaches.
4. **Outdated Documentation:** Many of the documented processes are not kept current, which raises concerns about their effectiveness.
5. **Key Performance Indicators (KPIs):** A large portion of organizations lacks clearly defined KPIs for their processes, making it challenging to measure performance and improvements.
6. **Measurement Neglect:** Alarmingly, 44% of respondents reported that zero to ten percent of their processes are measured regularly, highlighting the absence of performance monitoring.
7. **Process Owners:** A lack of clearly identified process owners is a common issue, where those responsible for process oversight are often at higher organizational levels.
8. **Effective Process Ownership:** The concept of effective process ownership involves having individuals closer to the work to ensure better visibility into process performance.
9. S**implifying the Message:** The speaker acknowledges that the message of process management might be too complicated for some and suggests the need for simplification.
10. **Challenges in Achieving Process Excellence:** The overarching concern is that despite decades of efforts in process improvement, many organizations still struggle to achieve process excellence and manage chaos effectively.
11. **Reducing Chaos and Improving Quality of Life:** Implementing effective process management can help reduce chaos within an organization. This, in turn, leads to better quality of life for employees at work.
12. **Three Major Points for Improvement:**

Clearly Defined and Documented Processes: To manage processes effectively, organizations must have clearly defined and documented processes tailored to their specific environment. This documentation can occur at a macro level using value stream maps or at a process level using process flowcharts, swim lanes, decision trees, or standard work combination sheets, depending on the nature of the process.

Two to Five Relevant Key Performance Indicators (KPIs): It's essential to establish dynamic KPIs for each process, which are not set in stone. KPIs should be relevant and consistently measured, visually displayed, and focused on the specific aspects of the process being monitored.

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