

1. Business processes refers to the manner in which work is organized, coordinated, and focused to produce a valuable product or service (Laudon K. & Laudon J., p. 1).
2. Business processes refers to the ways organizations coordinate work, information, knowledge, and ways management decides to coordinate work (Laudon K. & Laudon J., p. 1).
3. A business processes become a source of competitive advantage when it allows the company to innovate or execute better than rivals, but it can become liabilities if they are inefficient ways of working that slow down or stop organizational responsiveness and efficiency (Laudon K. & Laudon J., p. 1).
4. A cross-functional business process is when a business crosses many different functional areas and require coordination across departments (Laudon K. & Laudon J., p. 2).
5. Two important functional areas in a business are sales and accounting. Suppose there is a customer ordering something from online. A business process that spans each functional area is when a customer purchases something from online. The sales department receives the order but then they need to send all the order information and customers information to accounting. This could use an information system to send the information to accounting. Then accounting uses the information to determine if they have sufficient funds to complete the order by a credit card verification or request for immediate payment before shipping and once that is done. Another information system could be used to find and retrieve the data about if the customer has sufficient funds. Then, the production department pulls the product from inventory or makes the product. An information system could be used her to determine if the item is in stock and if not, if there's enough material to make more. After this the product is shipped and a bill or invoice is made by the accounting department and notice saying the product has been shipped is sent to the customer while the sales department is also notified and prepares to support the customer (Laudon K. & Laudon J., p. 2-3).
6. Information systems could be used to fulfill the process by sending the information about the order and customer to accounting from the sales department. Sales could also get information that the sale has been completed from an information system. Accounting could use a different information system that has information about the customers to see if they are eligible and have sufficient funds to purchase the item. Manufacture and production could have an information system that logs and tracks the items it has. It sees if an item is in stock and if not, they will send out to produce the item. The information they capture would be about a products inventory.

Reference.

Laudon, K., & Laudon, J. (2018). *Management information systems*. Hoboken: Pearson.