**What is Business process improvement (BPI)?**

Creating new, re-designed processes to improve the workflows, and/or utilizing new technologies enabling new process structures.

Our company used to work slower than today. Advanced technology allows us to update our systems to meet today’s needs. Let’s take a look at our company’s old and new systems to better understand this situation:

**Process Stages In The Old System**

**Stage 1: Creating Petroleum Analysis Request**

In the past, when client companies wanted to have petroleum analysis done, they had to reach us via e-mail, after that our company would evaluate all these e-mails and send them a positive or negative response.

**Stage 2: Obtaining Oil Samples From Client Companies:**

Client companies take a sample of oil by carefully following the steps in the e-mail sent to them, then they had to deliver this sample to us.

**Stage 3: Delivering The Analyzes to Customers:**

The analysis of the sample examined by the technical team is sent to the client companies via e-mail. This e mail provides detailed information on the status of the oil, and at the same time, we offer consultancy services to our customers by using this e-mail. The process ends here for the customers do not want consulltancy service. Customers who want consultancy service, must send us an e-mail again.

All these processes took a long time on the old system, the rocesses could take weeks or even months to complete, also some glitches and problems could occur due to the slowness of the system.

**Process Stages In The New System**

**Stage 1: Creating Petroleum Analysis Request**

Now, customer companies can connect to our website with their own accounts and create an oil analysis request with a single click. The new system is designed to accept analysis requests from all member companies.

**Stage 2: Obtaining Oil Samples From Client Companies:**

Client companies take oil samples by following the steps on our website carefully, and then they have to deliver this samples to us.

**Stage 3: Delivering The Analyzes to Customers:**

The analysis examined in detail by the technical team, can be seen on our website with appropriate graphical designs and documents. The system will also offer our customers additional services such as consultancy service.

The new system saves time and minimizes the possibility of errors. All these processes take a few days at most. As can be seen from the explanations above, we want to make changes on the old system instead of compelely changing it. That’s why we prefer the BPI strategy.