

BUSINESS PROCESS MANAGEMENT METHODOLOGY: OVERVIEW

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WHAT IS BUSINESS PROCESS MANAGEMENT (BPM) METHODOLOGY?

Business Process Management (BPM) methodology, is a structured approach used to analyze, design, improve, and manage the business processes within an organization. Its goal is to make workflows more efficient, effective, and adaptable to change.

KEY FEATURES OF BPM METHODOLOGY

Process-Centered

- Focuses on how work is done in the organization.

Continuous Improvement

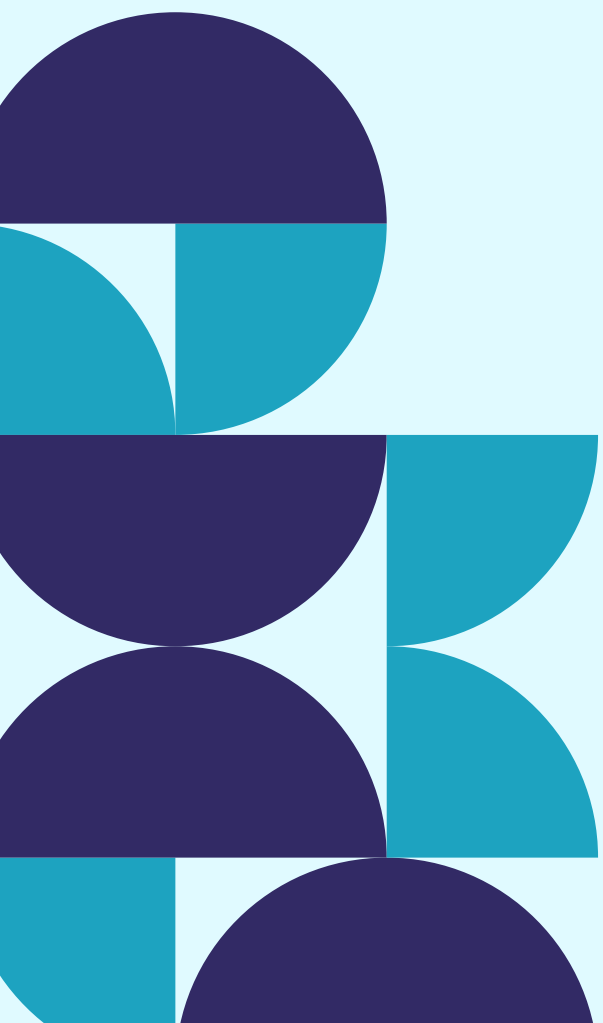
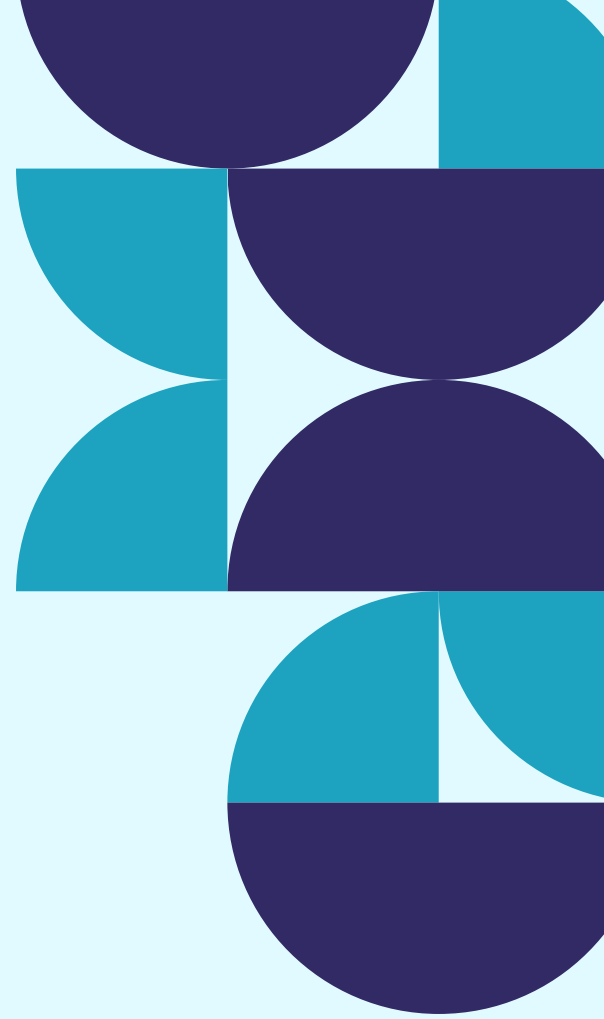
- Seeks ongoing enhancement, not just one-time fixes.

Alignment with Business Goals

- Ensures processes support strategic objectives.

Cross-Functional Collaboration

- Involves various departments working together.



7 PHASES OF BPM METHODOLOGY

1. Process Identification

- This phase involves recognizing and selecting the key business processes that need improvement. The goal is to understand which processes are critical to achieving organizational goals and prioritize them for analysis.

2. Process Discovery

- In this phase, the existing process is documented and understood. It involves gathering information from employees, systems, and documents to create an accurate model (or “as-is” process) showing how work currently flows.

3. Process Analysis

- This phase examines the discovered process to identify problems, inefficiencies, bottlenecks, and risks. The goal is to find the root causes of performance issues and opportunities for improvement.

7 PHASES OF BPM METHODOLOGY

4. Process Redesign

– Also known as Process Improvement, this phase involves creating a better version of the process (the “to-be” process). It focuses on optimizing workflow, reducing waste, improving efficiency, and aligning the process with business goals.

5. Process Implementation

– The redesigned process is put into action. This may involve training employees, updating systems, assigning responsibilities, and introducing new technologies or procedures to ensure the new process operates as planned.

7 PHASES OF BPM METHODOLOGY

6. Process Monitoring

- Once implemented, the process's performance is tracked using key performance indicators (KPIs). Monitoring helps determine if the process is achieving its objectives and performing as expected.

7. Process Refinement

- Based on monitoring results, further adjustments are made to continuously improve the process. This phase ensures the process remains effective, efficient, and aligned with organizational changes or new goals.

COMMON STEPS IN BPM METHODOLOGY (LIFECYCLE)

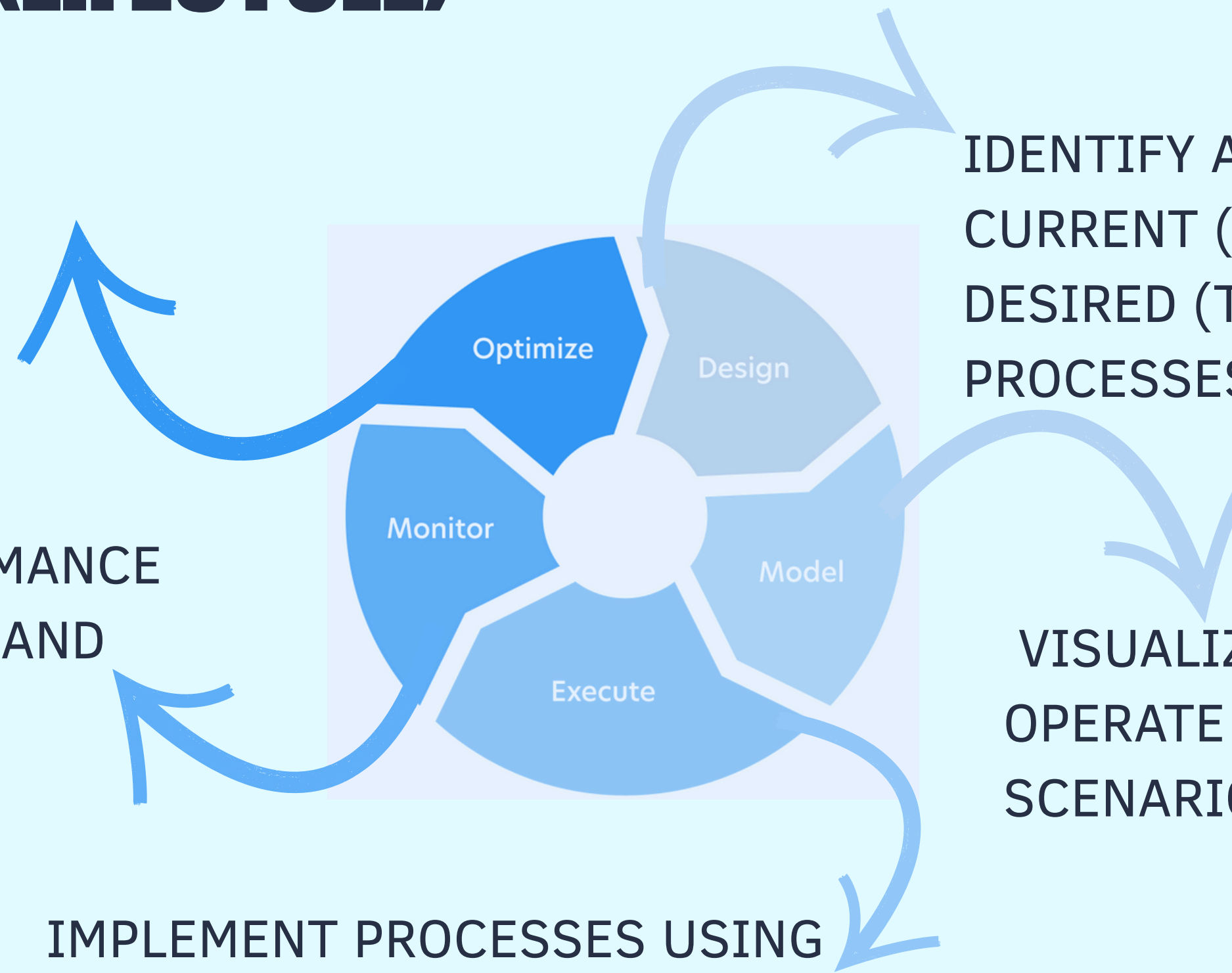
USE INSIGHTS TO
REFINE AND IMPROVE
PROCESSES.

TRACK PERFORMANCE
WITH METRICS AND
DASHBOARDS.

IMPLEMENT PROCESSES USING
WORKFLOWS OR AUTOMATION
TOOLS.

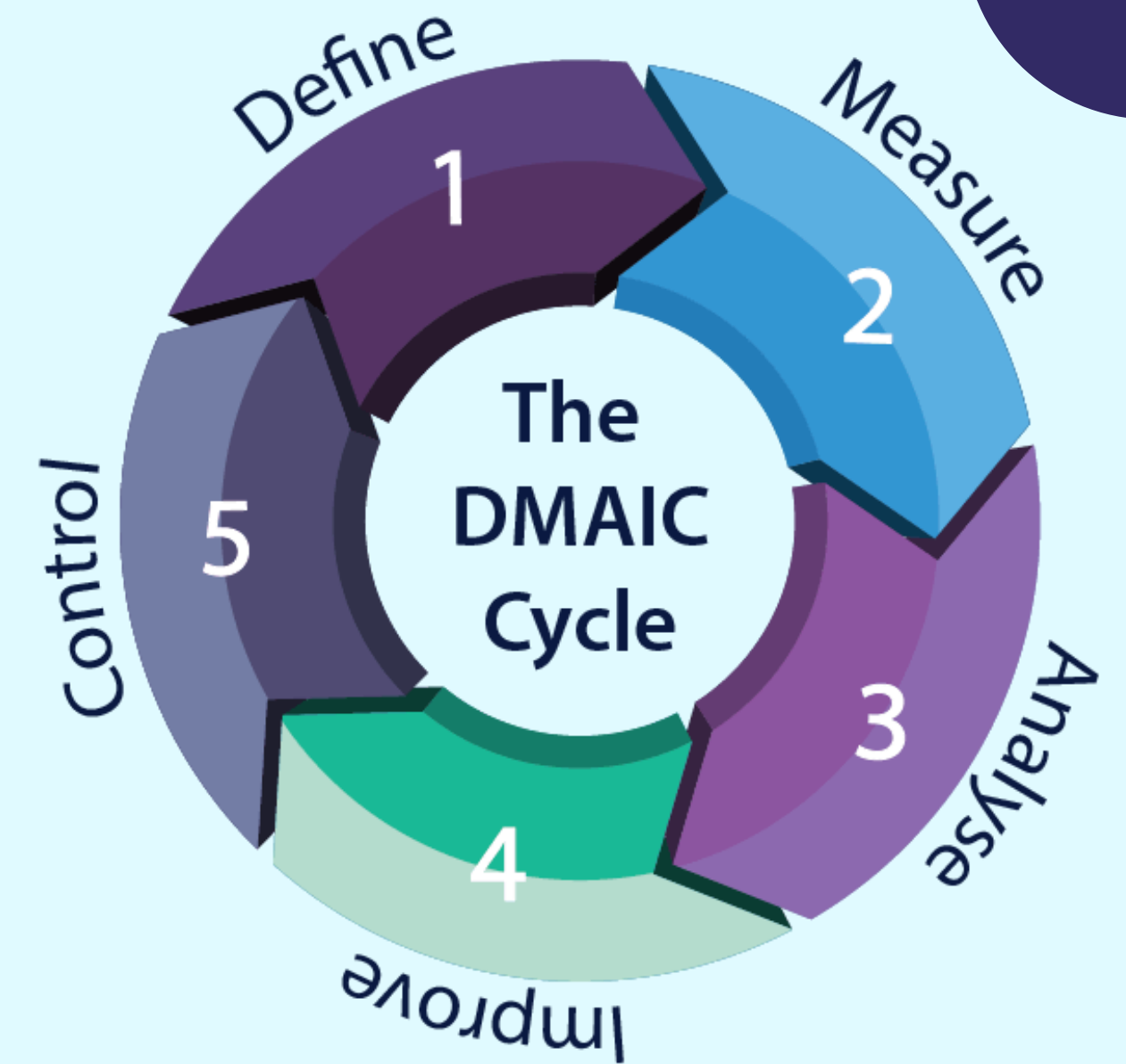
IDENTIFY AND MAP
CURRENT (AS-IS) AND
DESIRED (TO-BE)
PROCESSES.

VISUALIZE HOW PROCESSES
OPERATE UNDER DIFFERENT
SCENARIOS.



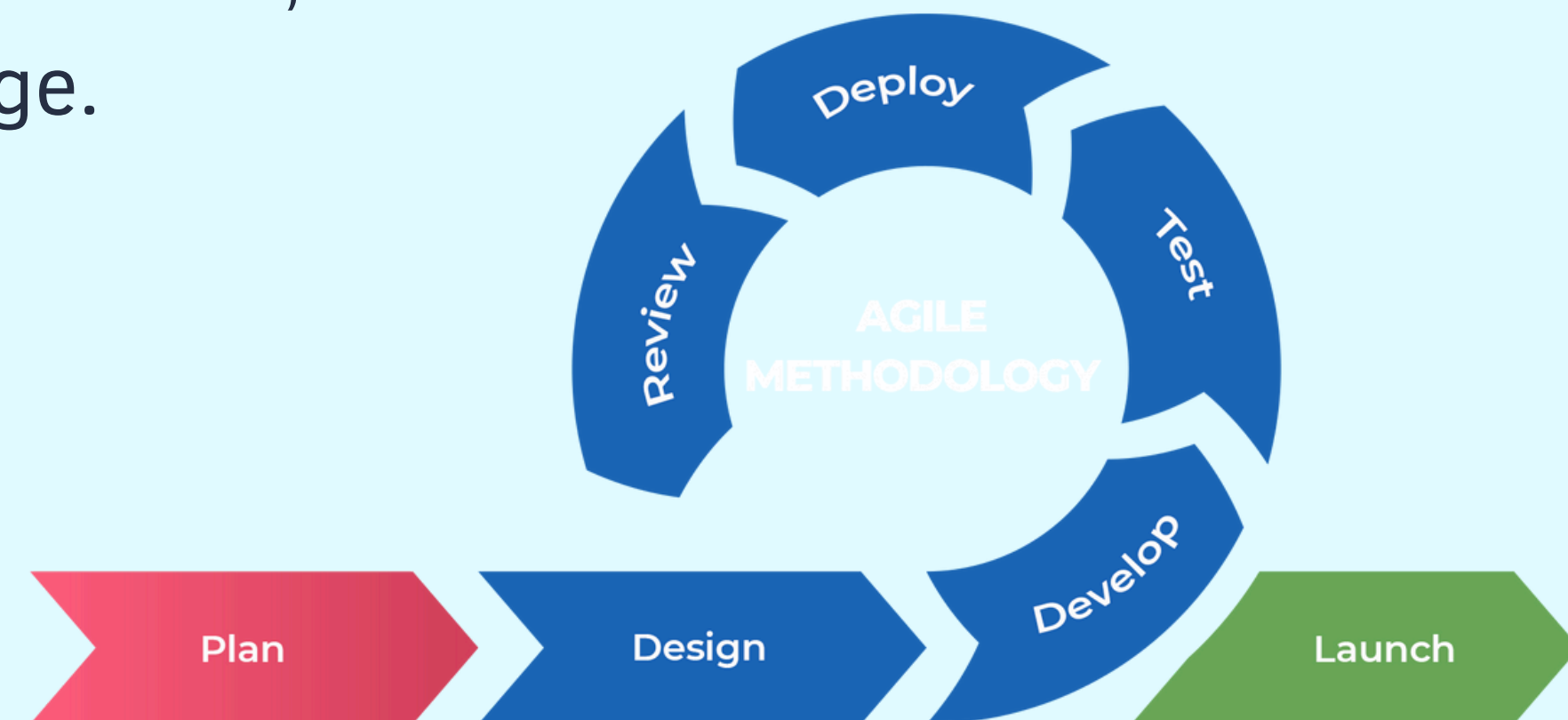
SIX SIGMA METHODOLOGY

Six Sigma is a business improvement methodology that focuses on reducing errors, defects, or variations in processes to improve quality and performance. It uses data and statistical analysis to identify problems and make processes more efficient, reliable, and consistent.



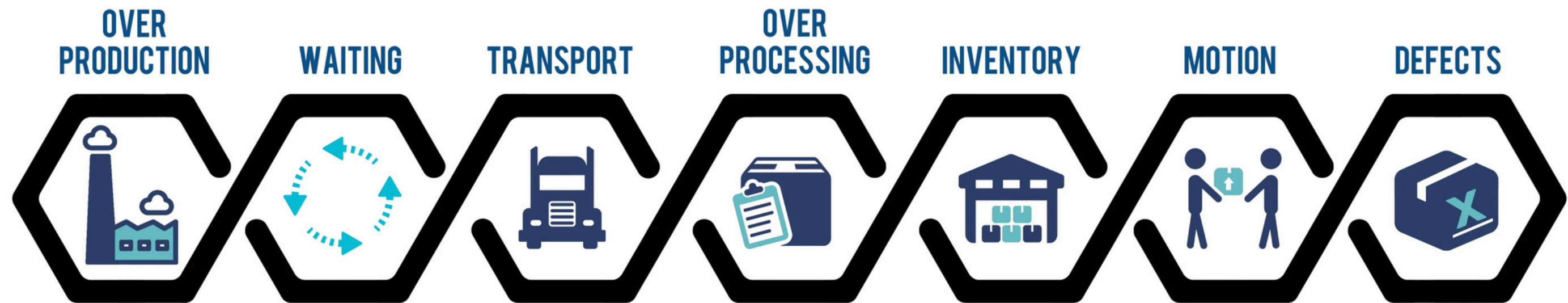
AGILE BPM

Agile methodology is a project management framework that breaks projects into smaller, iterative phases or "sprints" to allow for flexibility and continuous improvement. It prioritizes adaptability, customer collaboration, and quick delivery of working solutions over strict planning and detailed documentation. Key values include individuals and interactions, working software, customer collaboration, and responding to change.



LEAN METHODOLOGY

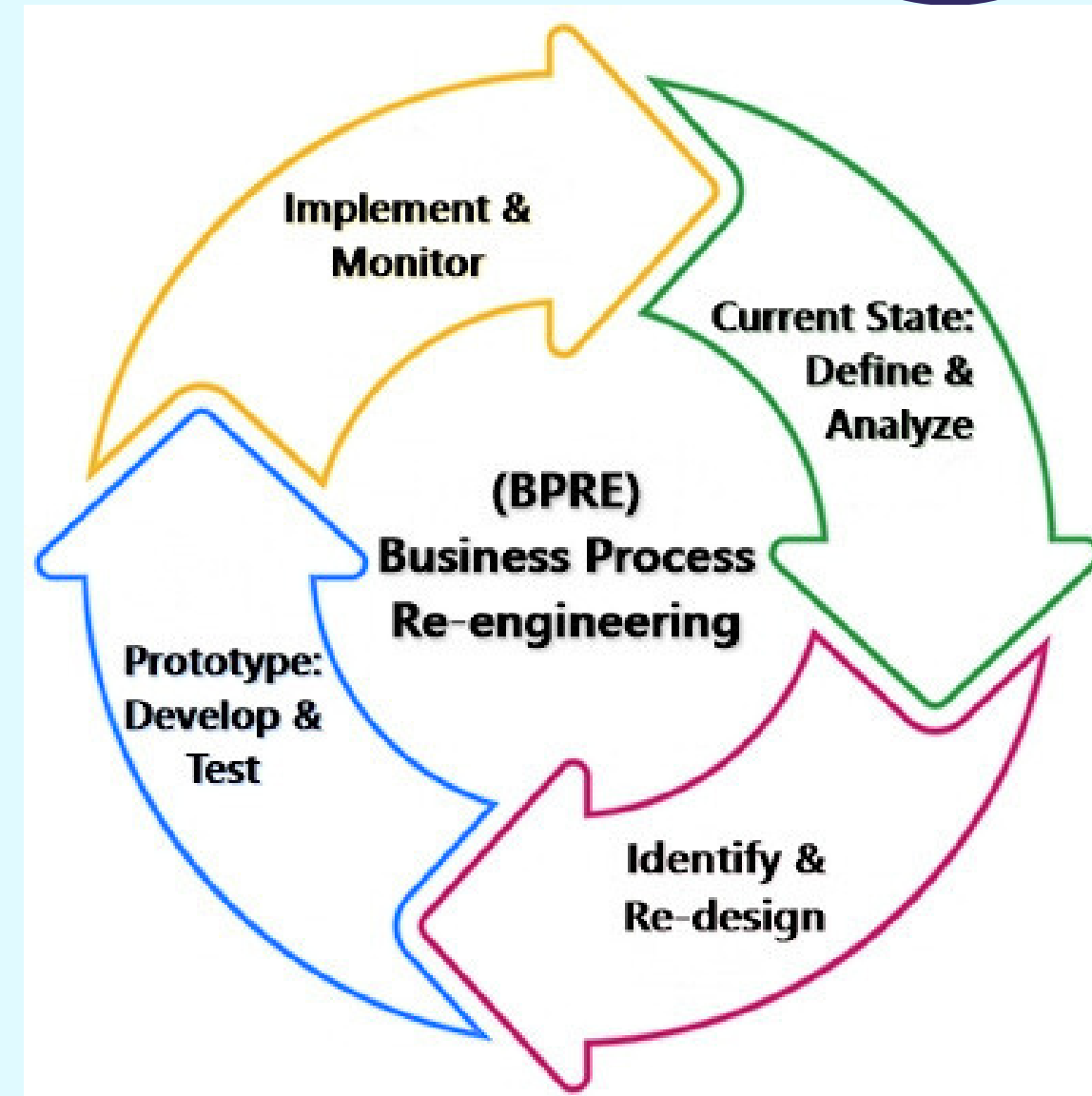
Lean Methodology is a business approach focused on maximizing value for customers while minimizing waste. It aims to improve efficiency by doing more with less—less time, effort, resources, and cost.



7 WASTES OF LEAN

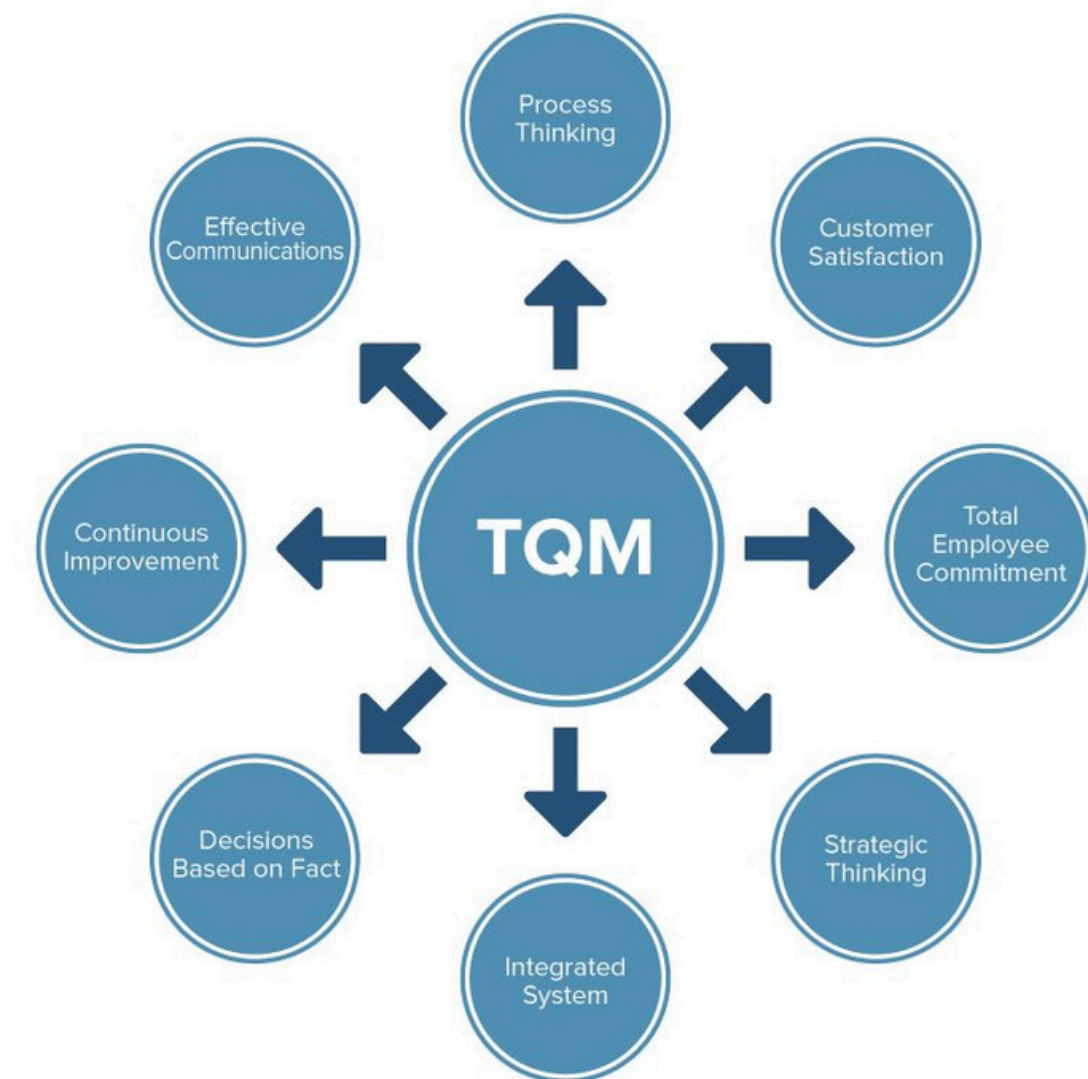
BUSINESS PROCESS REENGINEERING (BPR)

Business Process Reengineering (BPR) is a management strategy focused on fundamentally redesigning core business processes to achieve dramatic improvements in performance, efficiency, and effectiveness.



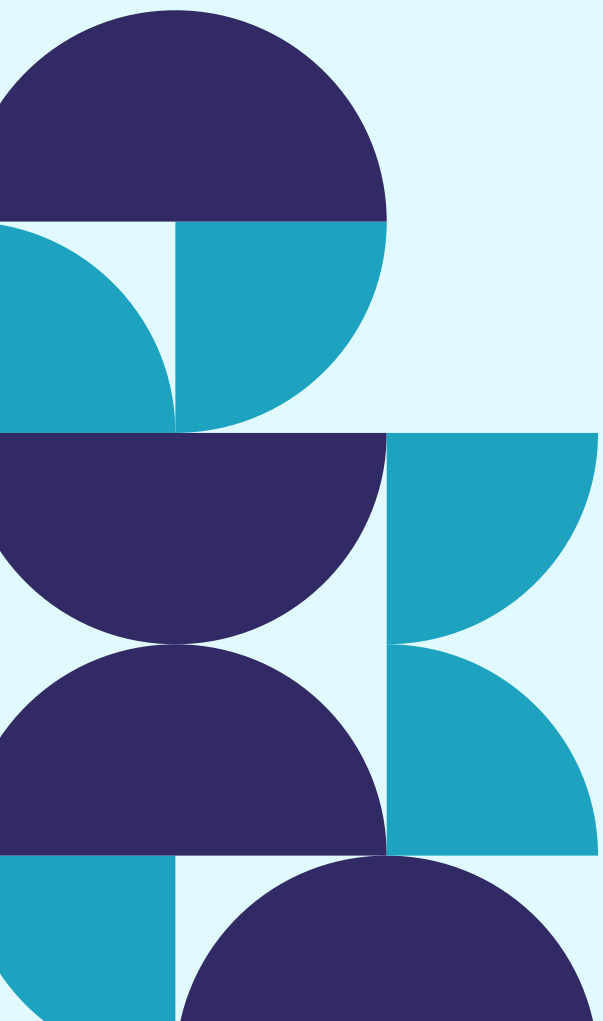
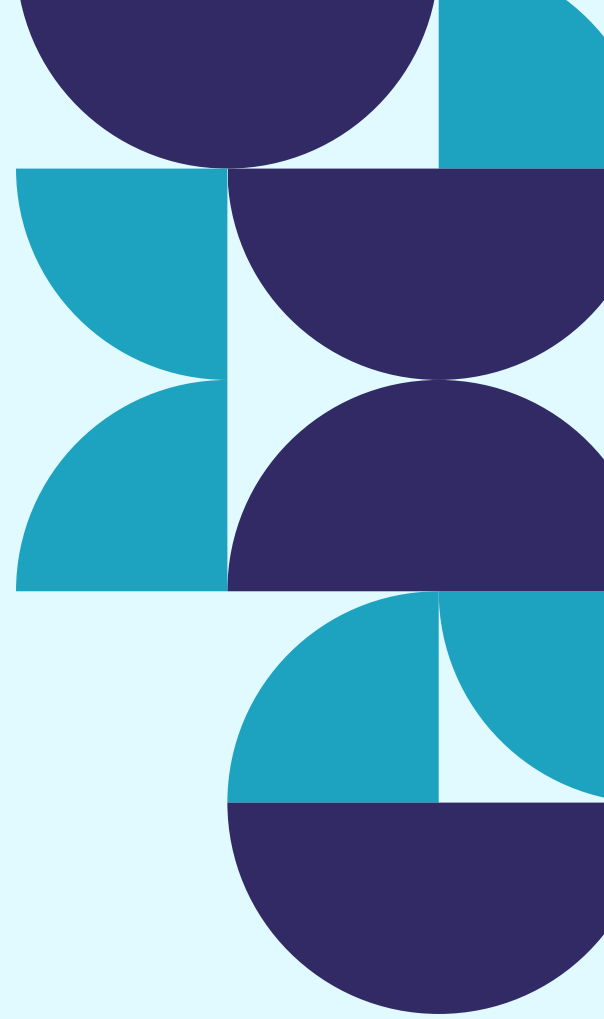
TOTAL QUALITY MANAGEMENT (TQM)

It is a management approach where an entire organization is focused on long-term success through customer satisfaction by involving all employees in continuous improvement of processes, products, and services.



WHY BPM METHODOLOGY IMPORTANT?

- IMPROVE EFFICIENCY
- ENSURES CONSISTENCY AND QUALITY
- SUPPORTS BETTER DECISION-MAKING
- ENCOURAGES CONTINUOUS IMPROVEMENT
- ALIGNS PROCESSES WITH BUSINESS GOALS
- ENHANCES FLEXIBILITY AND ADAPTABILITY
- PROMOTES COLLABORATION



CONCLUSION

- Embracing BPM for Sustainable Growth
- BPM is a powerful methodology for achieving operational excellence and strategic goals.
- It's a continuous journey of design, model, execute, monitor, and optimize.
- By focusing on processes, organizations can become more efficient, agile, and customer-centric.

**THANK
YOU!**

