

Design Business Process/Workflow



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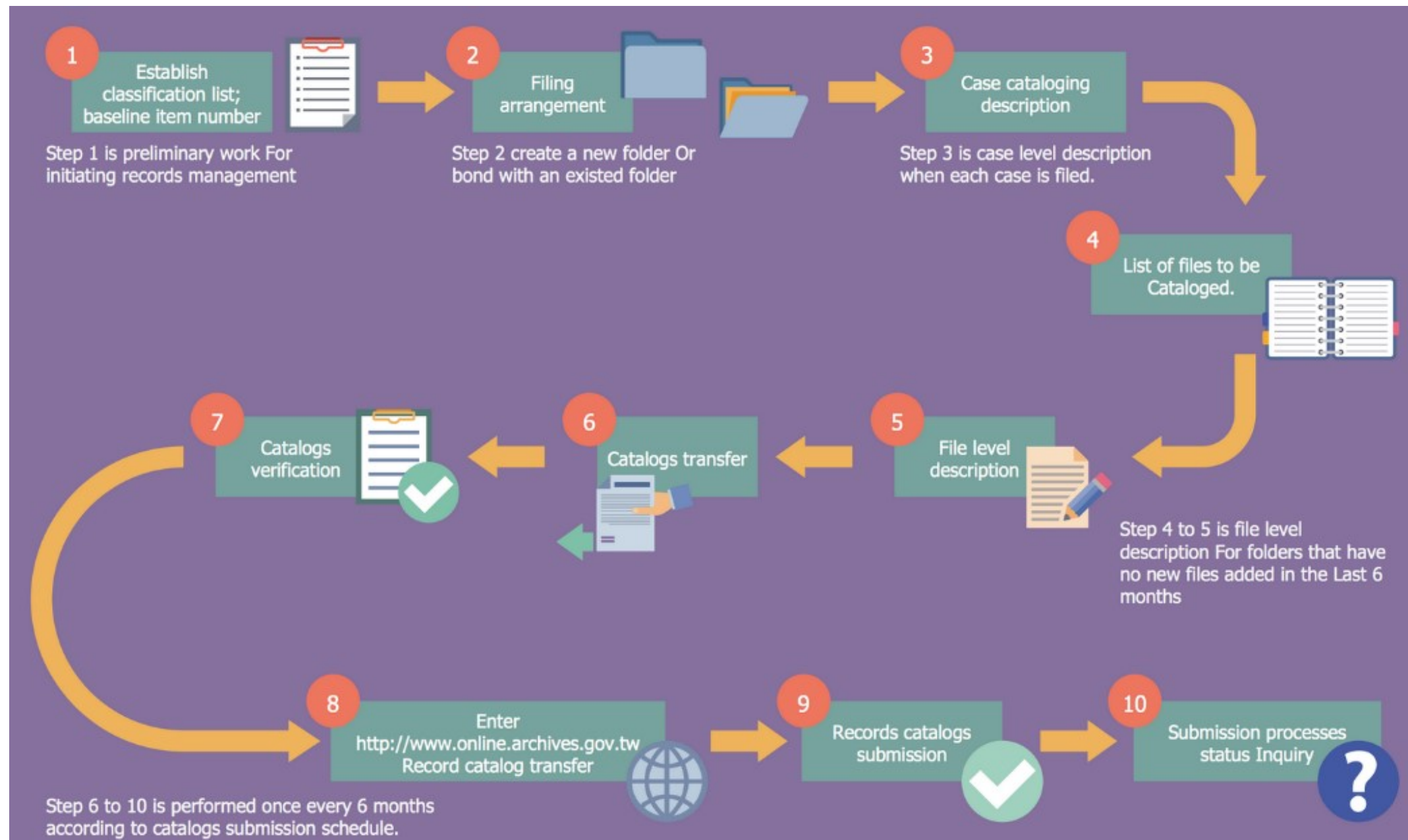
Topics

Understanding business process and workflow
Type of diagrams for workflow
Swimlane, Flowchart
Business Process Model and Notation (BPMN)
Workshop



Business Process/Workflow ?





Easy to understand !! (by ?)

Create

Read

Learn

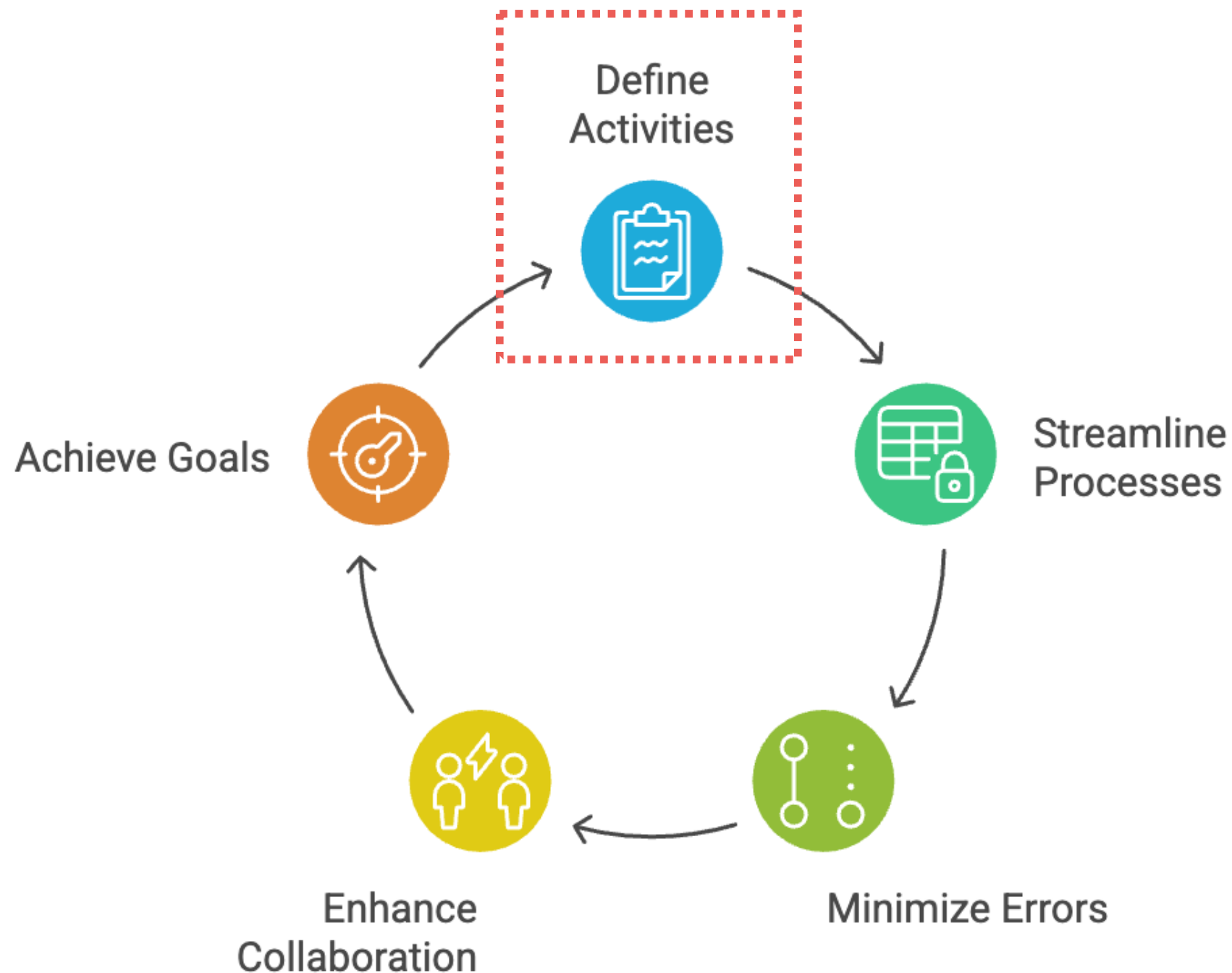


Business Process ?

Set of structured activities or tasks that are performed by people or systems in a specific sequence to achieve a particular **organizational goal or outcome**



Business Process Cycle



Key Characteristics

Goal-oriented

Repeatable

Structured
(steps & rules)

Cross-functional

Measurable



Types of Business Process

Core process

Supporting process

Management process



Core Process

Core activities that deliver value and revenue
Day-to-day activity of business

Manufacturing
service

Customer
service

Sales
service

Order fulfillment



Supporting Process

Enable core operations

HR

IT support

Accounting



Management Process

Supervise and control other processes

Strategic
planning

Budget
management



Process Visualization



Process Visualization ?

Provide an end-to-end overview
of a process flow including all the steps taken,
sub-processes, activities, data inputs,
data outputs and risk objects

Flowchart

Swimlane

BPMN

<https://research.aimultiple.com/process-visualization/>



Benefits of process visualization

Improve understanding of workflow

Enhance communication (common language)

Process optimization

Standardization of process



Types of Workflow Diagrams



Types of Workflow Diagrams

Basic Flowchart

Event-Driven Process

Swimlane

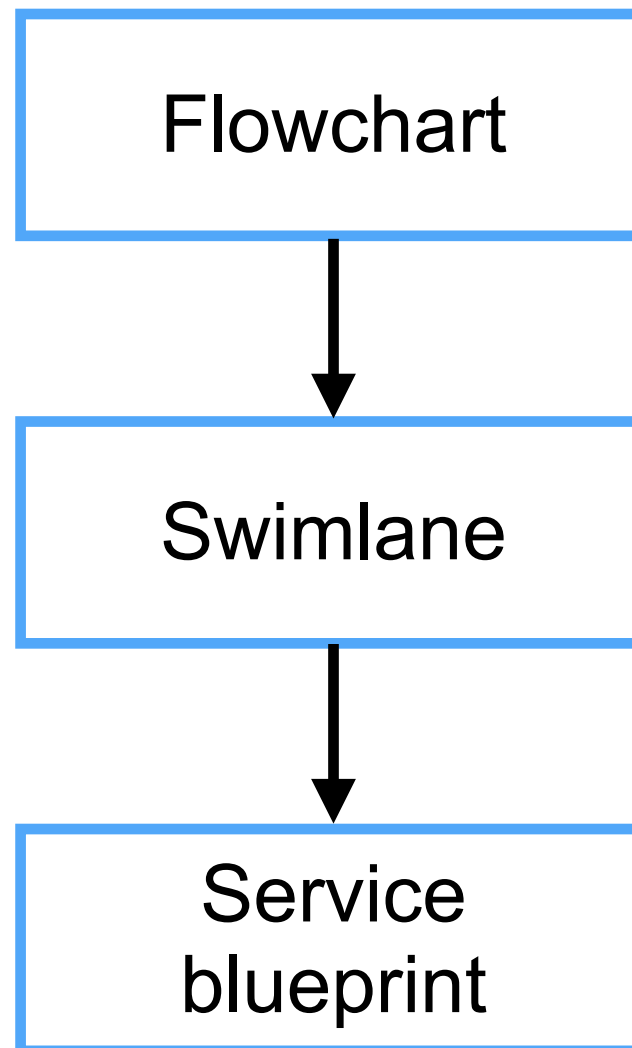
Business Process Modeling Notation (BPMN)

UML (Unified Modeling Language)

SIPOC (Supplier input process output customer)

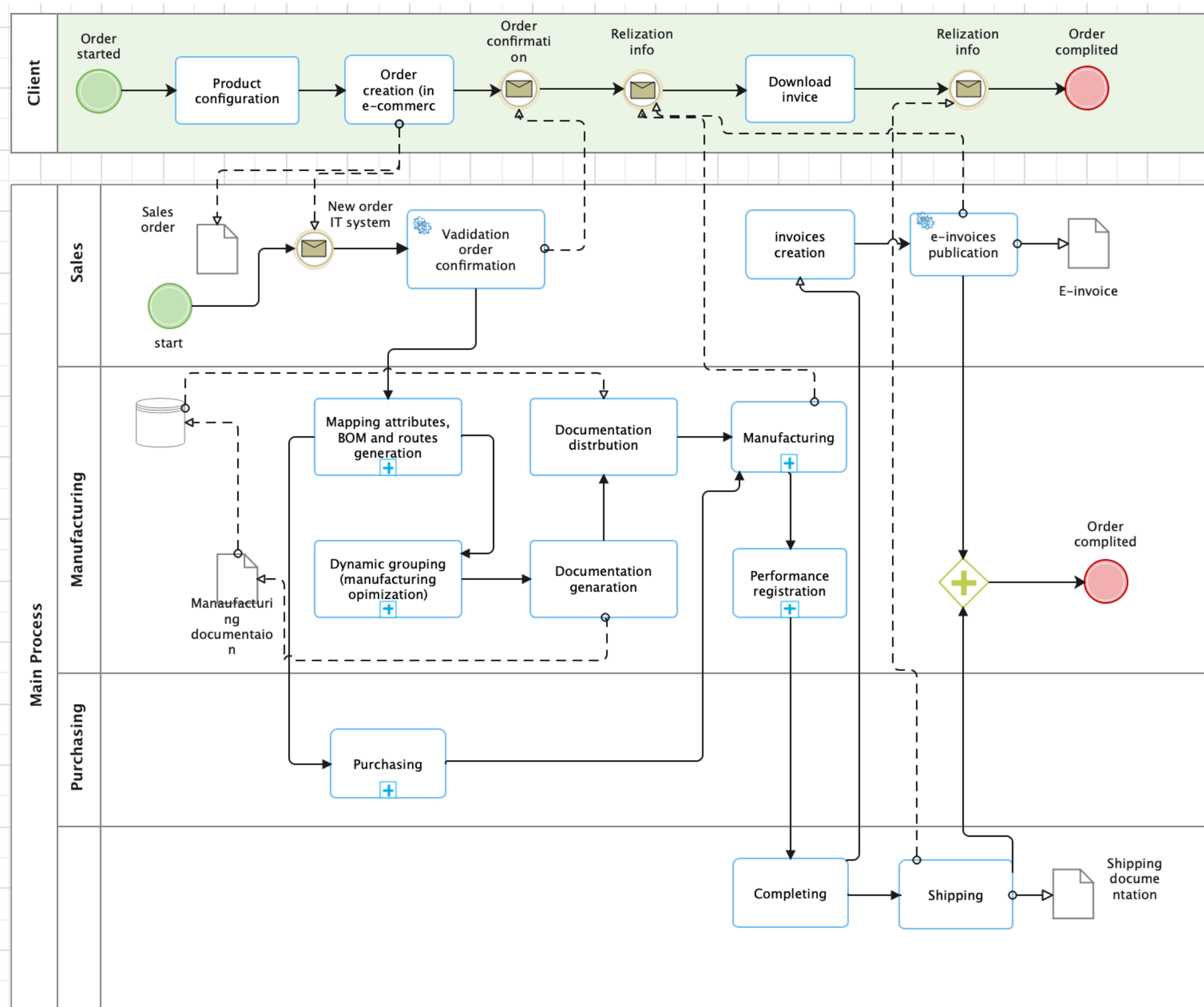


Evolution of Diagrams



Business Process Model and Notation (BPMN)





BPMN

Business Process Model and Notation
Standard for business process modeling

Designed to provide a standard notation readily understandable by all business stakeholders, business analysts and technical

Organizational
structure

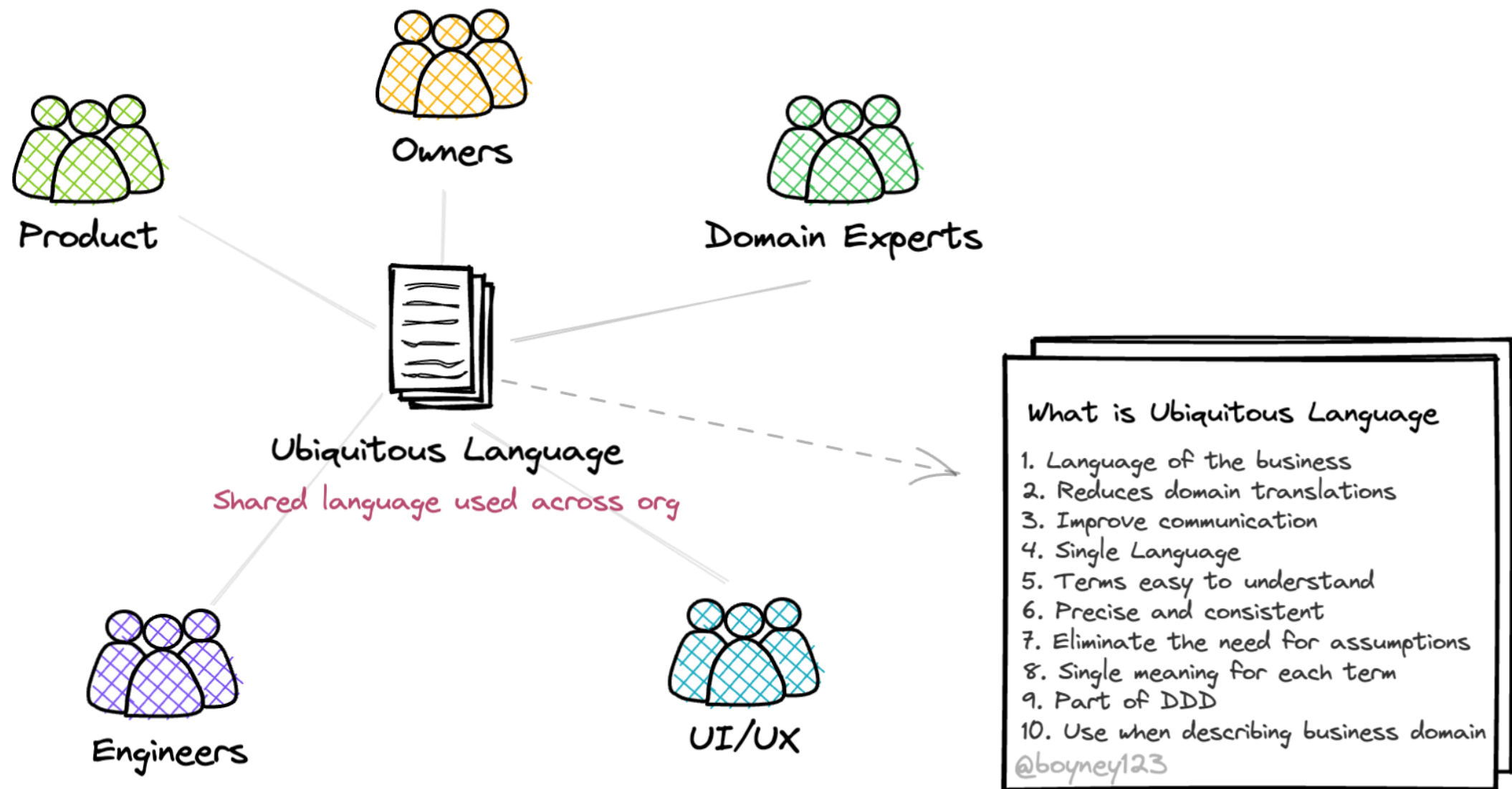
Functional
breakdown

Data model

https://en.wikipedia.org/wiki/Business_Process_Model_and_Notation



Ubiquitous/common Language



<https://eda-visuals.boyney.io/visuals/ubiquitous-language>



BPMN Elements

<https://www.signavio.com/wiki/process-design/bpmn/>



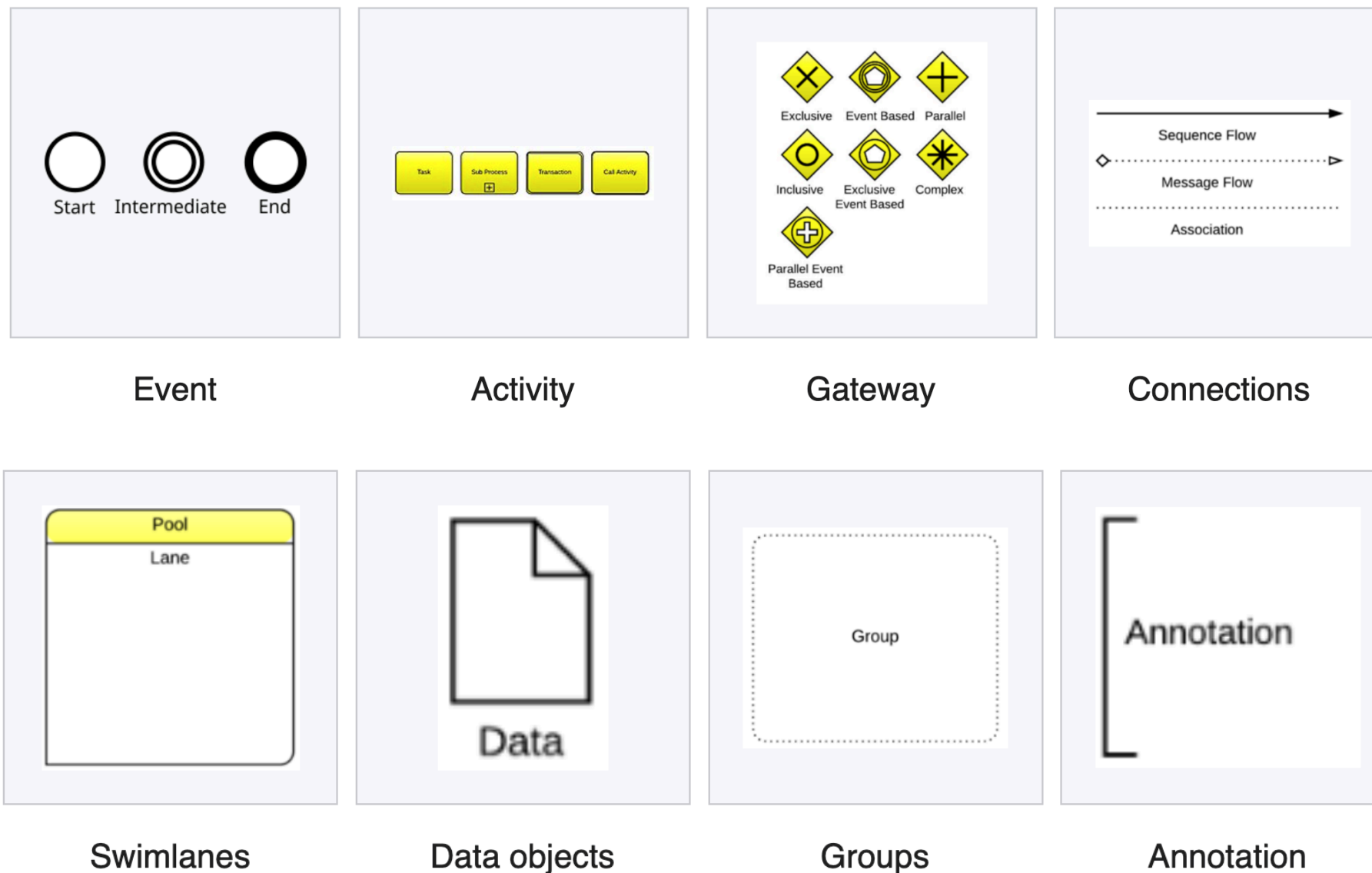
BPMN Elements

BPMN uses a small set of symbols to represent the different parts of a business process



BPMN (Notation)

Flow objects and connecting object

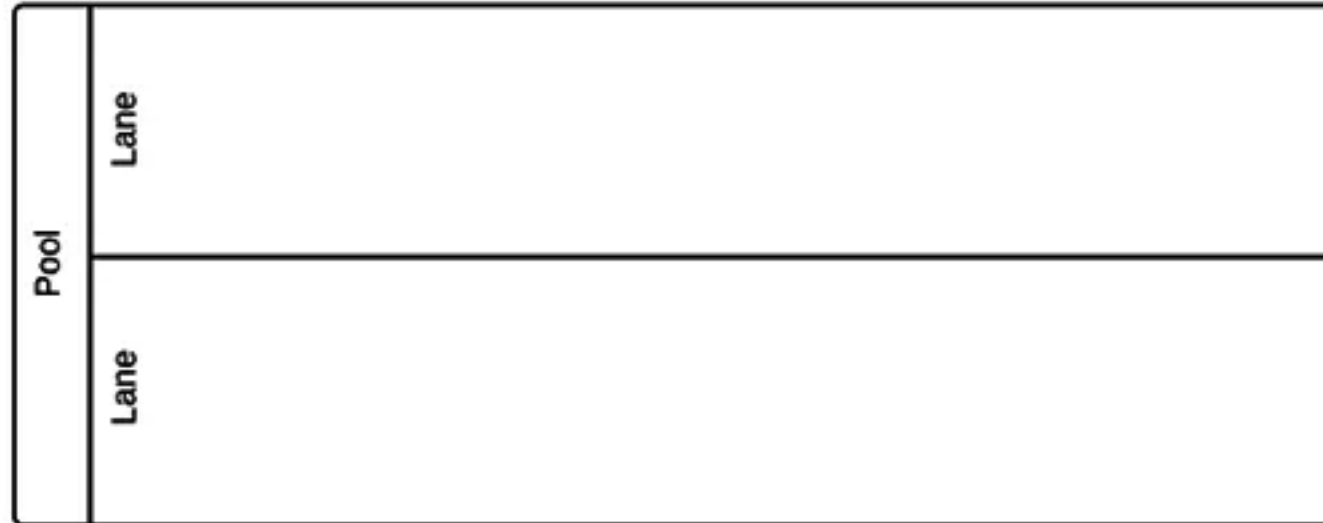


https://en.wikipedia.org/wiki/Business_Process_Model_and_Notation



BPMN (Notation)

Dividers, **pool** group objects into separate **lane**
They can combine actions by categories or share the
responsibility of the participants in the process, as in
our case

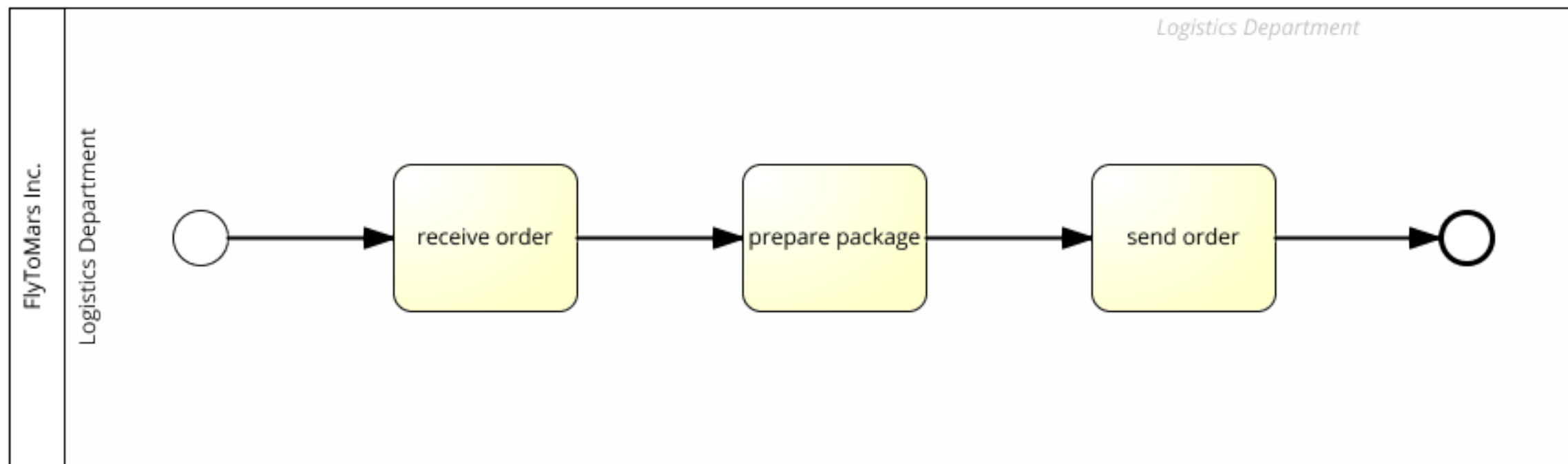


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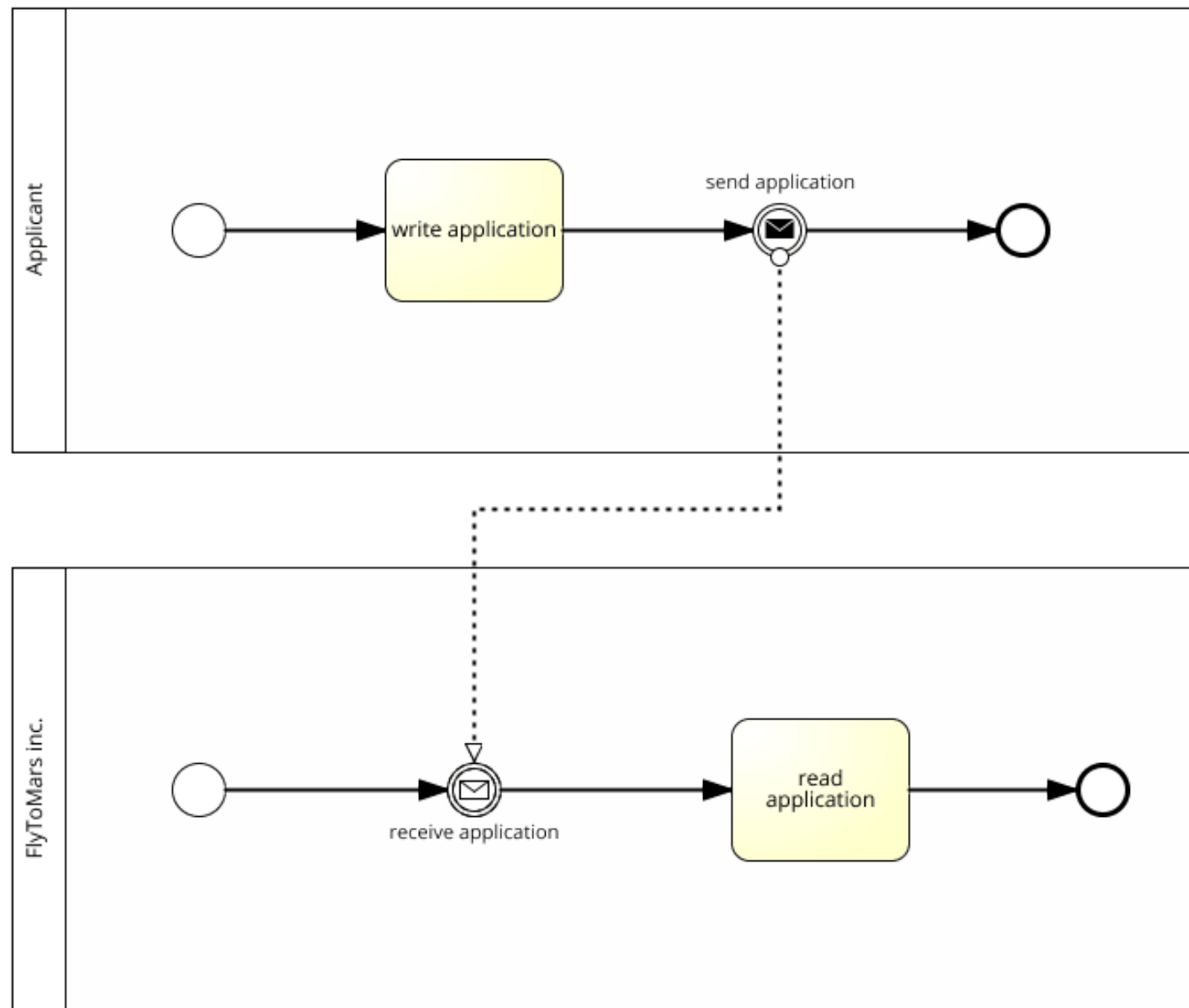
1. Events

Events are circles that mark things **happening** in a process. They show where a process begins, what interruptions or triggers occur along the way, and how it ends



Intermediate Events

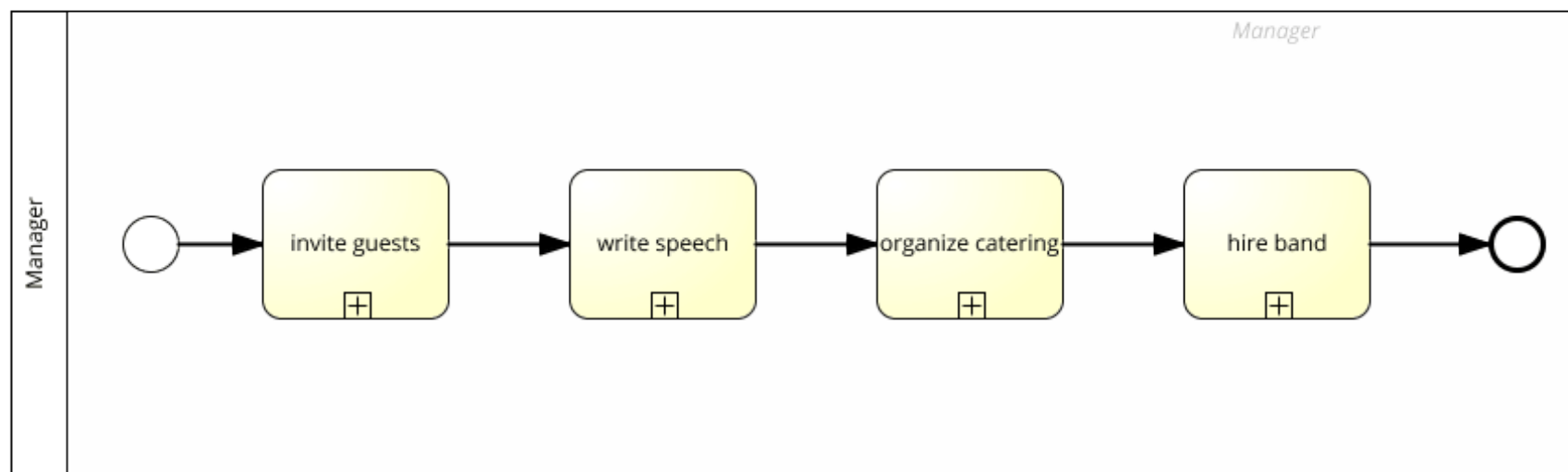
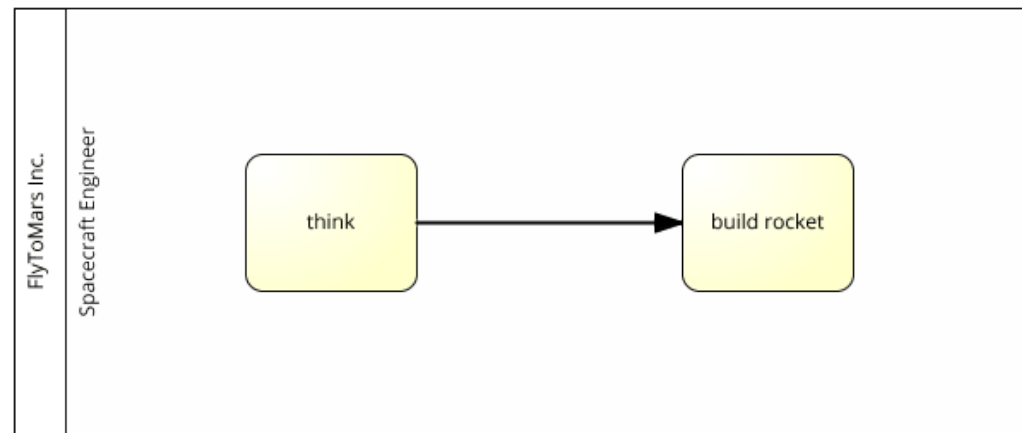
How does my process interact with its environment ?



2. Activities

Tasks and sub-processes

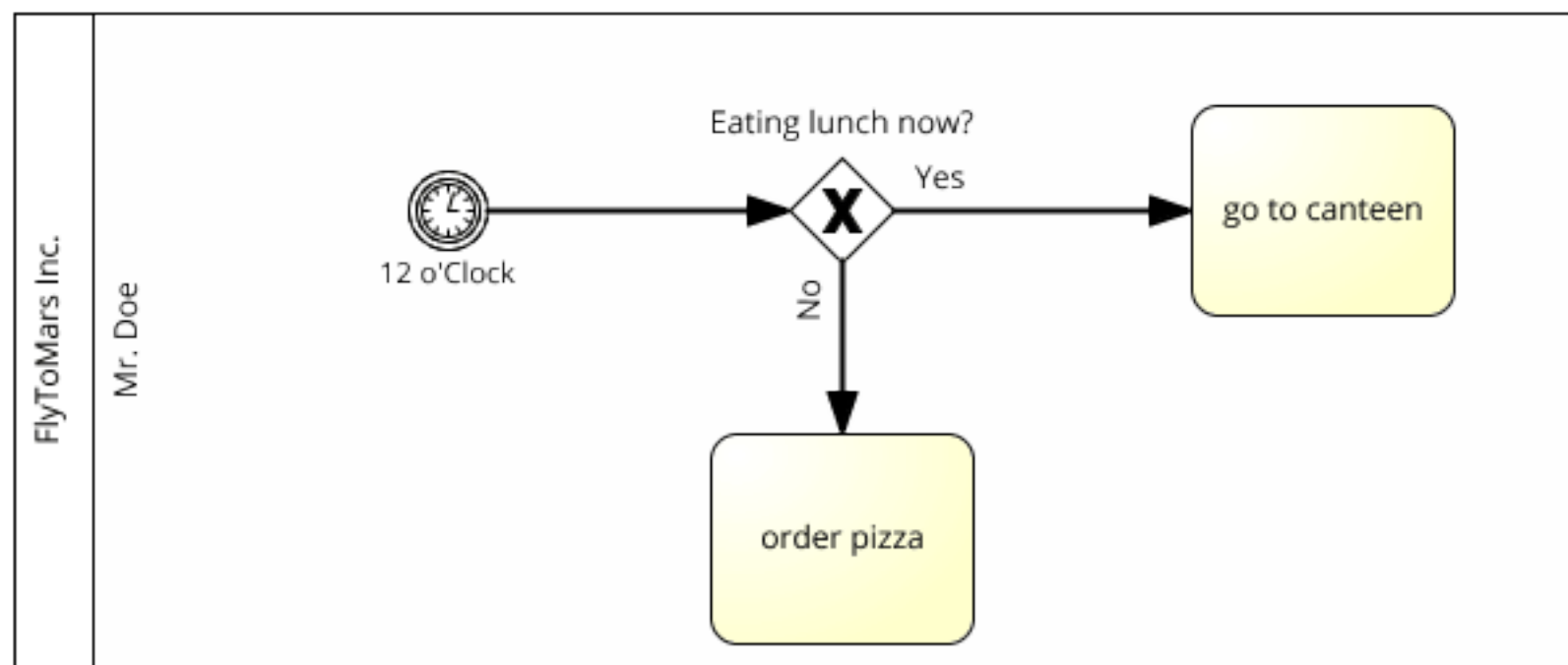
A **task** is a single unit of work, while a **sub-process** bundles multiple related tasks together



3. Gateways

Gateways, shown as diamonds, represent decision points or parallel paths in a process

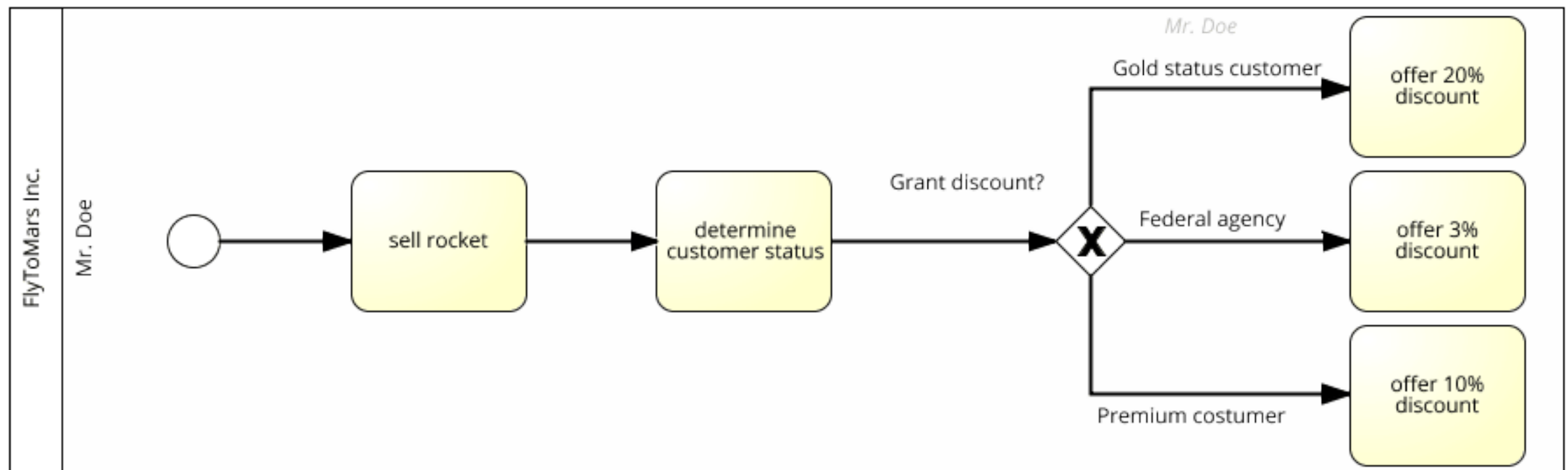
Exclusive gateway



3. Gateways

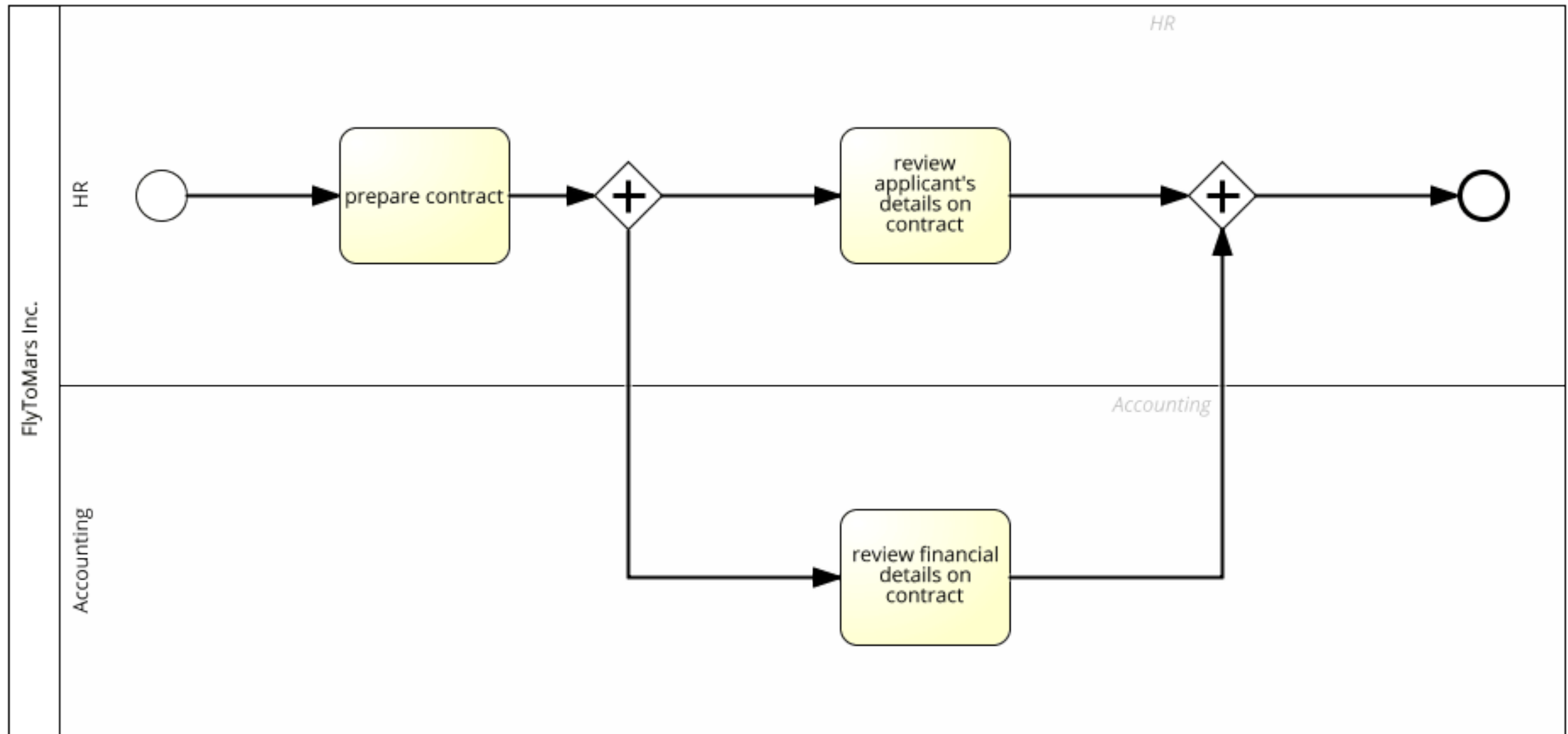
Gateways, shown as diamonds, represent decision points or parallel paths in a process

Exclusive gateway



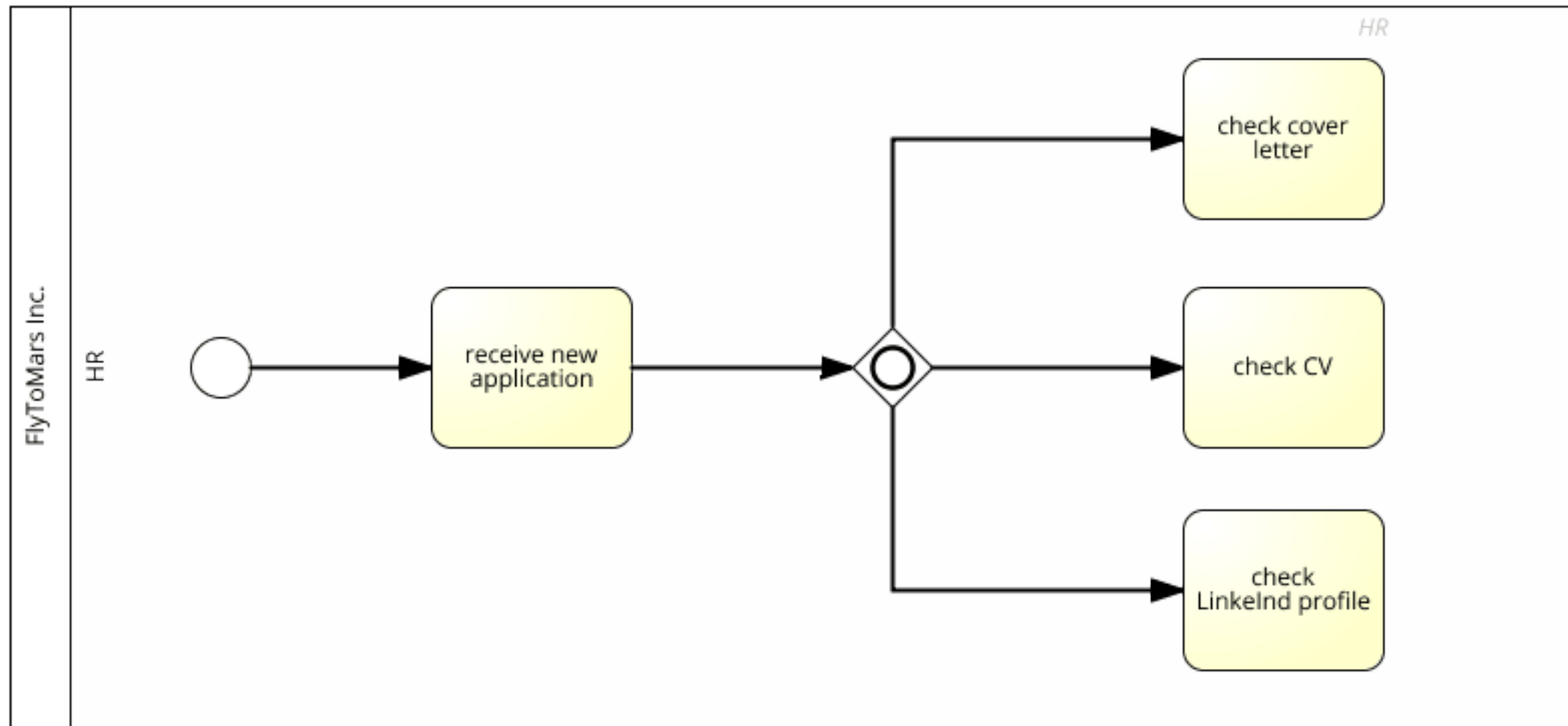
3. Gateways

Parallel gateway (AND)



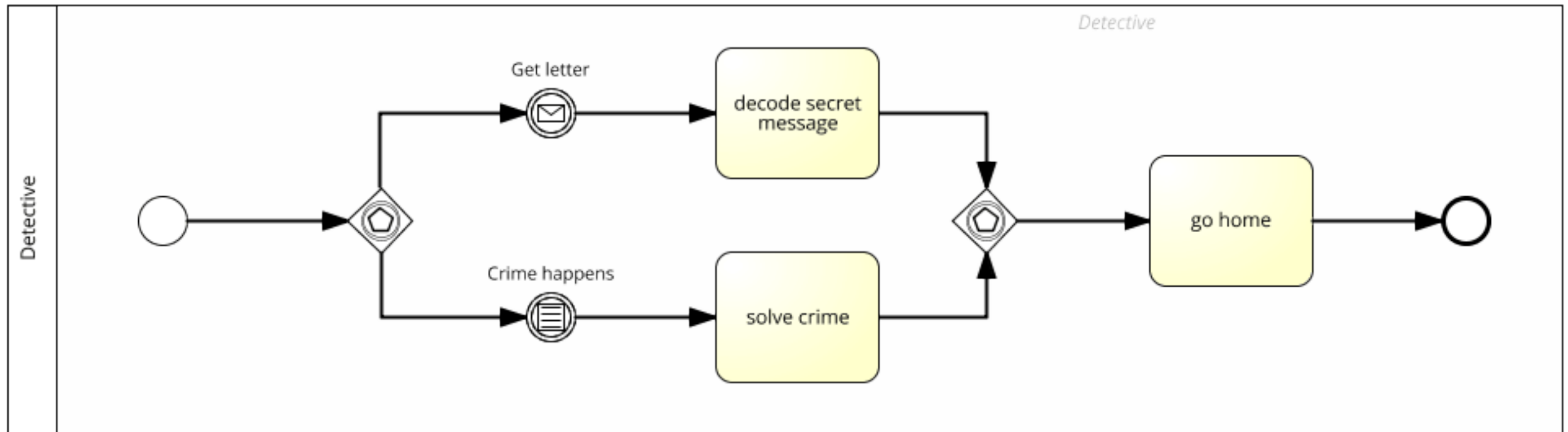
3. Gateways

Inclusive gateway (OR), one or more outcomes



3. Gateways

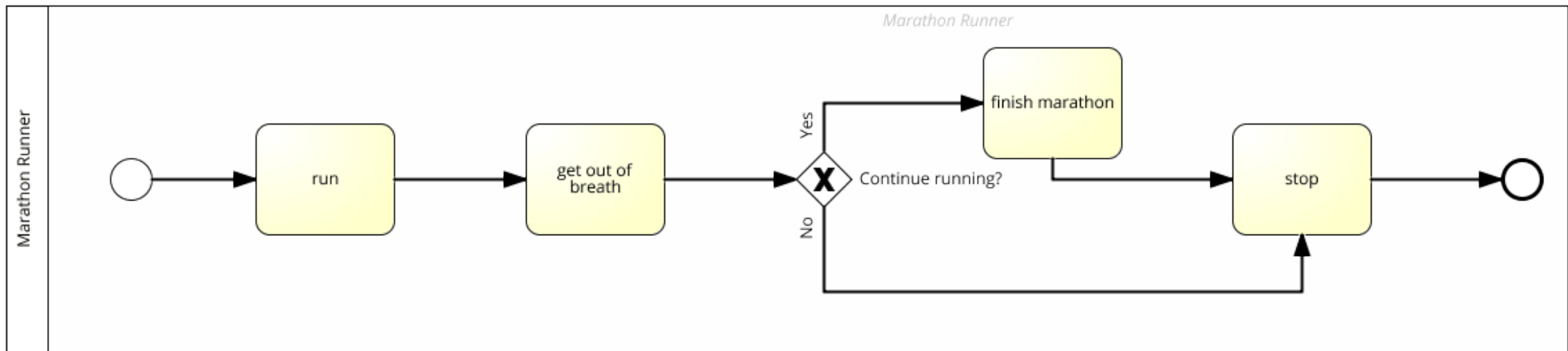
Event-based gateway



4. Flows and connectors

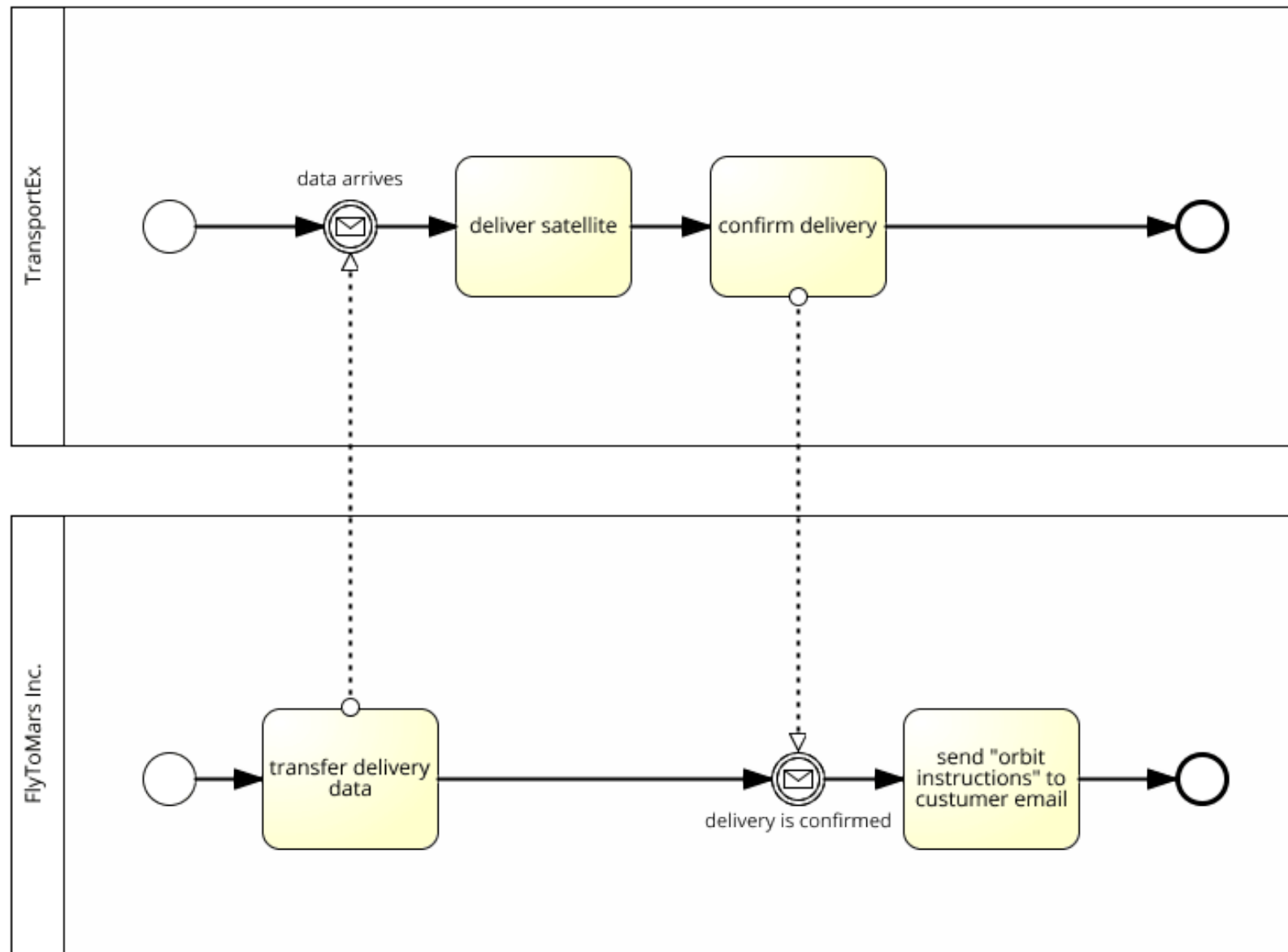
Flows are arrows that connect elements together and show the order of activities

Sequence flow (—>)



Message flows

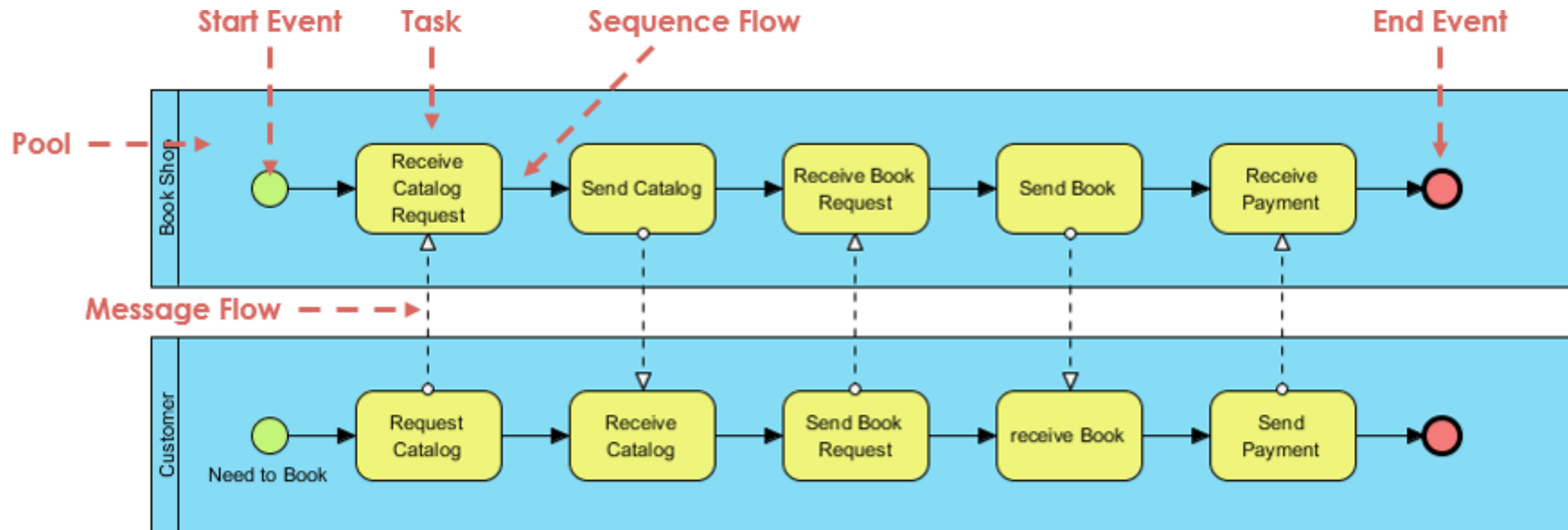
For communication that crosses the boundaries of your process' pool



Example



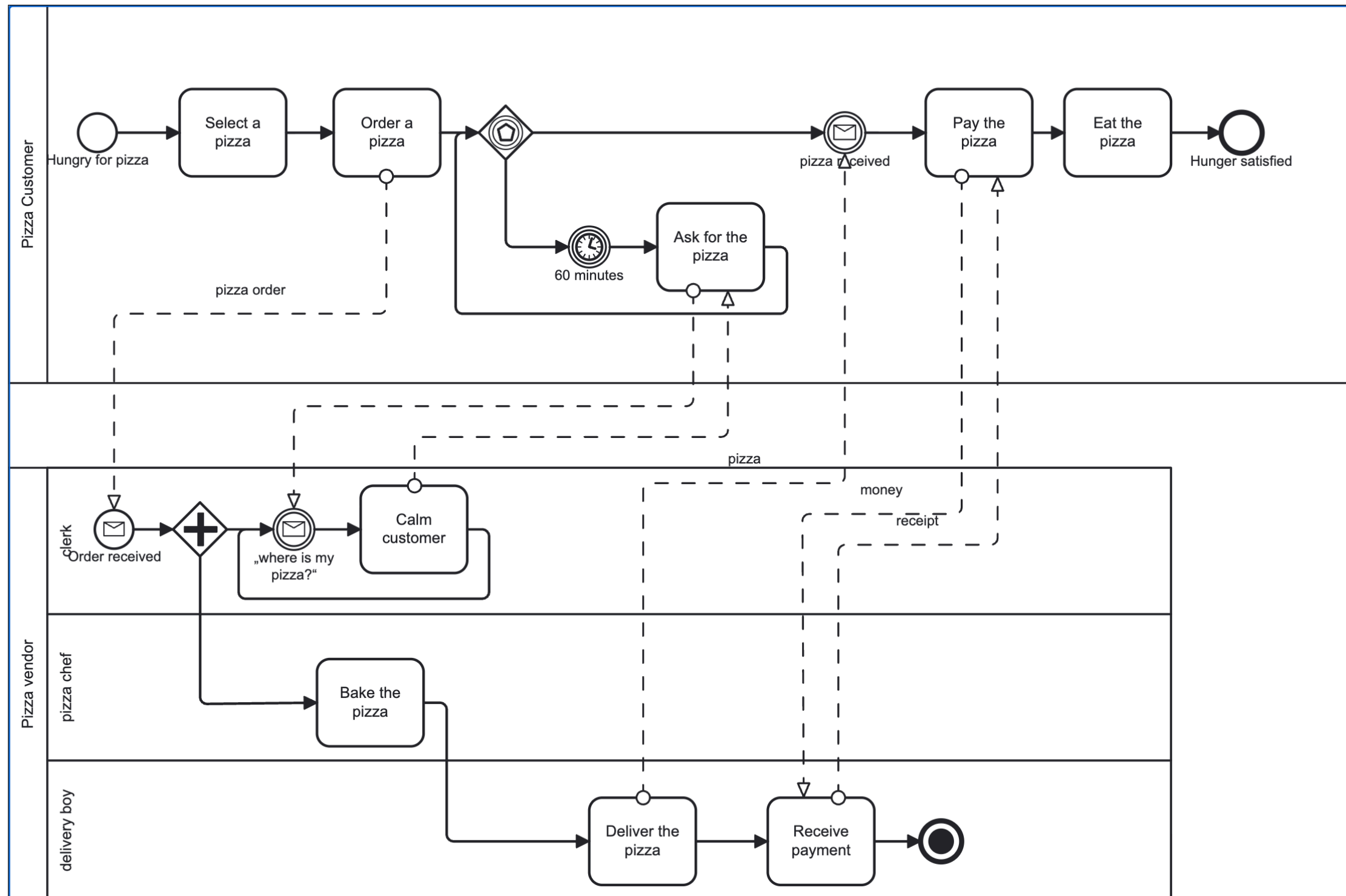
Book Shop



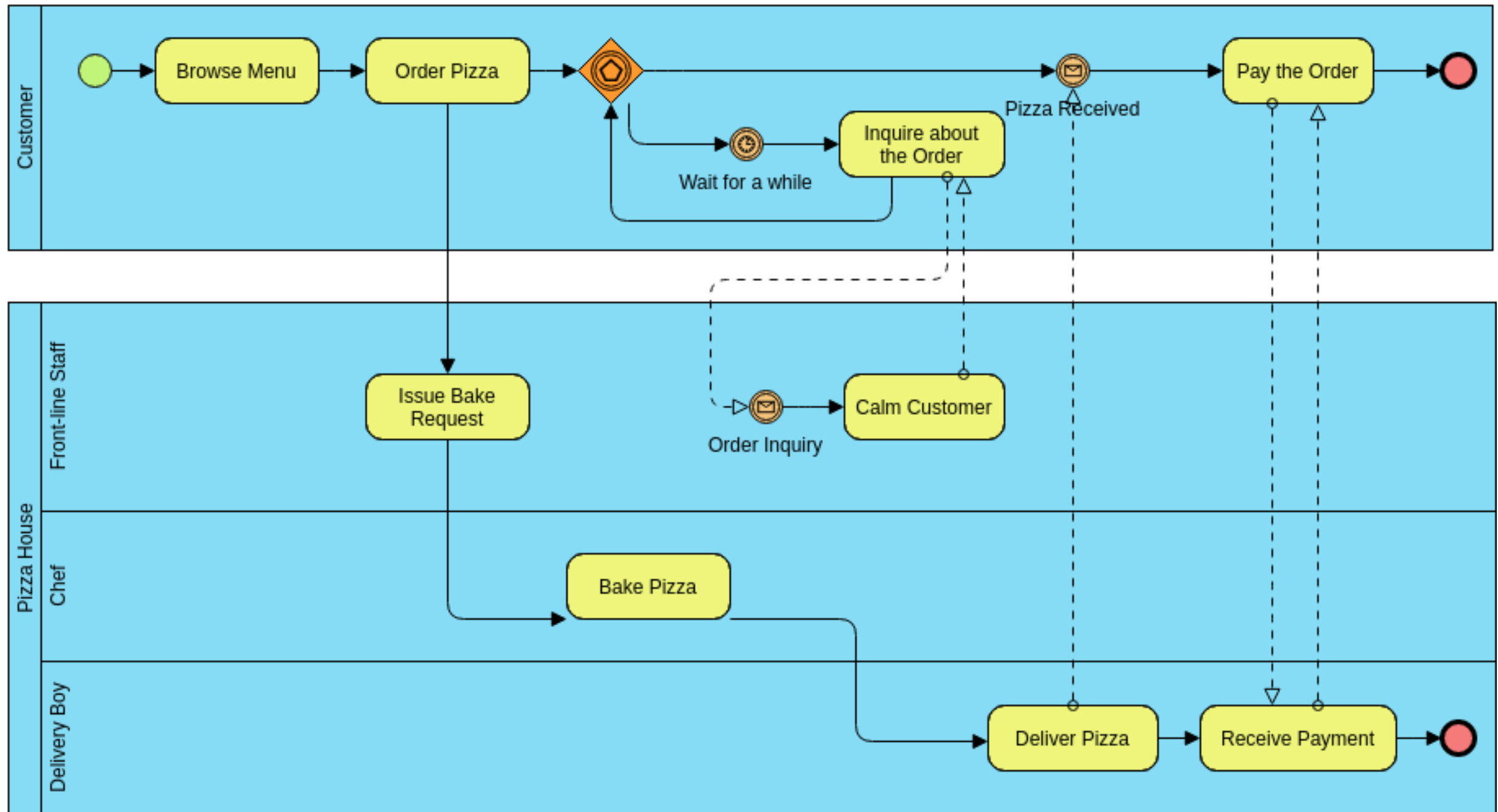
<https://circle.visual-paradigm.com/pools-and-swimlanes/>



Pizza Order Process (1)



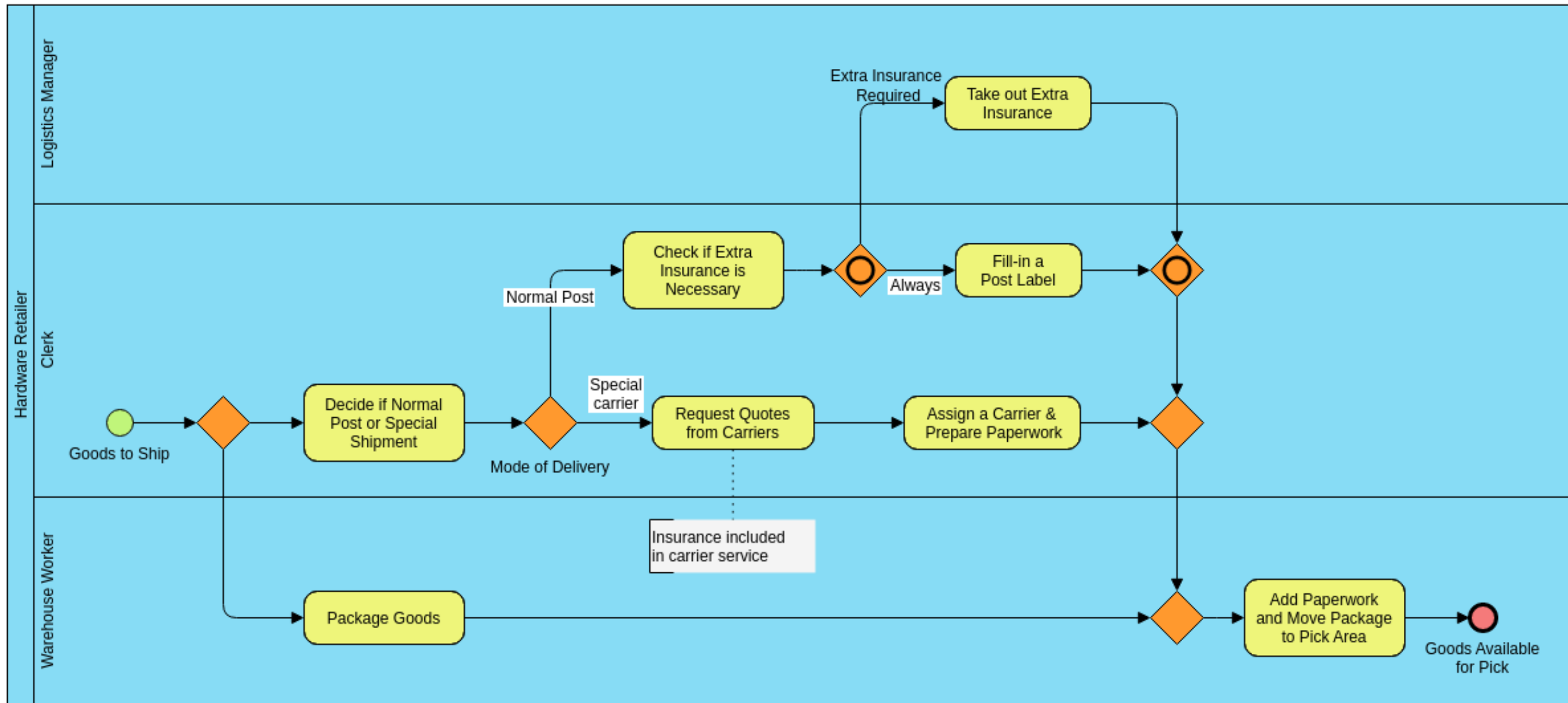
Pizza Order Process (2)



<https://online.visual-paradigm.com/diagrams/templates/business-process-diagram/pizza-order-process/>



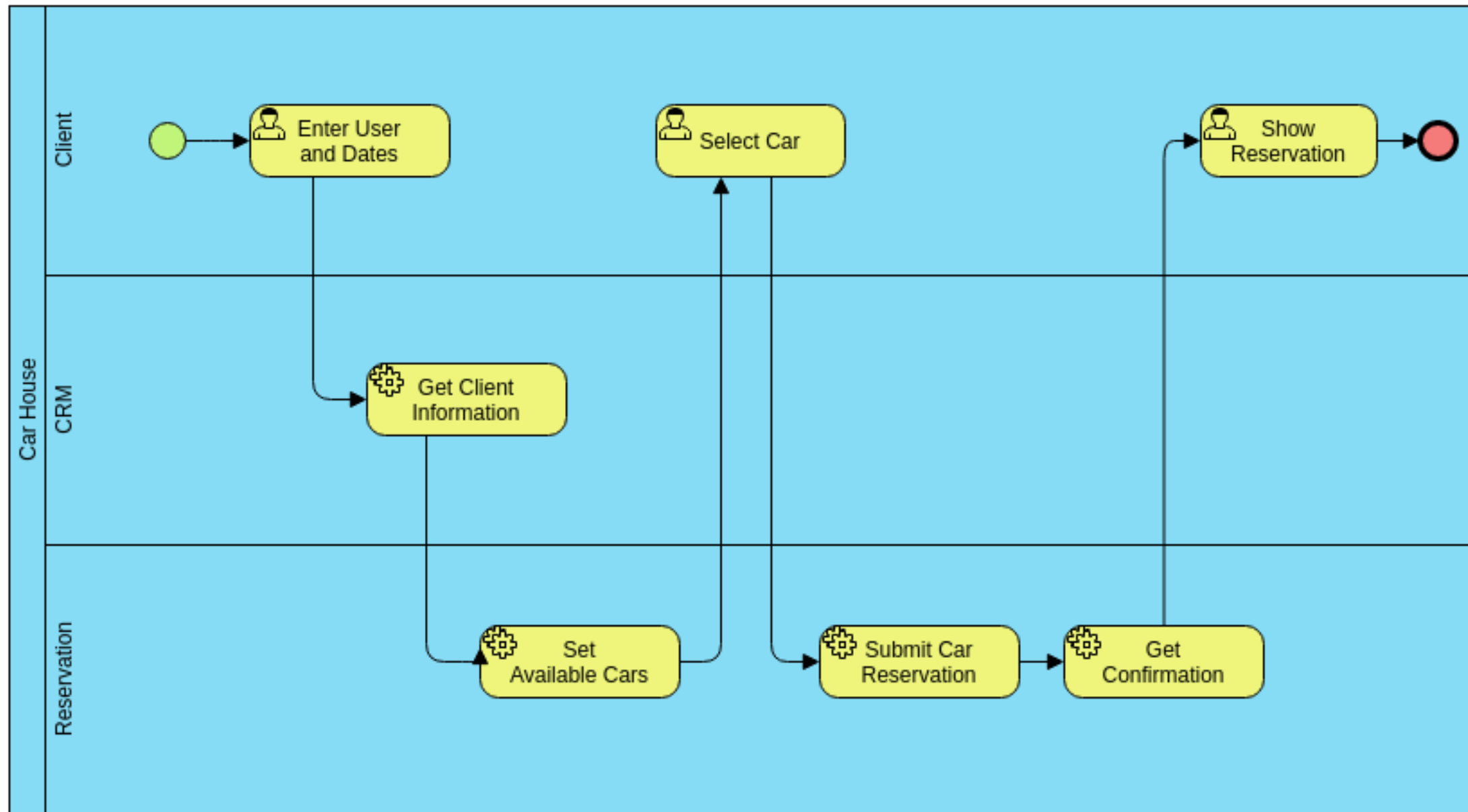
Shipment Process



<https://online.visual-paradigm.com/diagrams/templates/business-process-diagram/shipment-process-of-a-hardware-retailer/>





Car Rental Process



<https://online.visual-paradigm.com/diagrams/templates/business-process-diagram/shipment-process-of-a-hardware-retailer/>

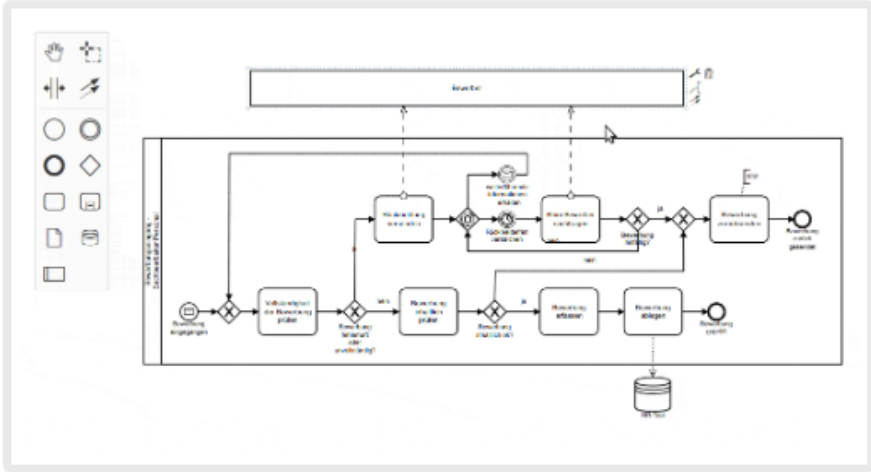


Tools :: BPMN Web

BPMN.io bpmn-js ▾ dmns-js ▾ form-js ▾ Blog Forum  

Web-based tooling for **BPMN**, **DMN** and **Forms**.

Try Online



BPMN Viewer and Editor

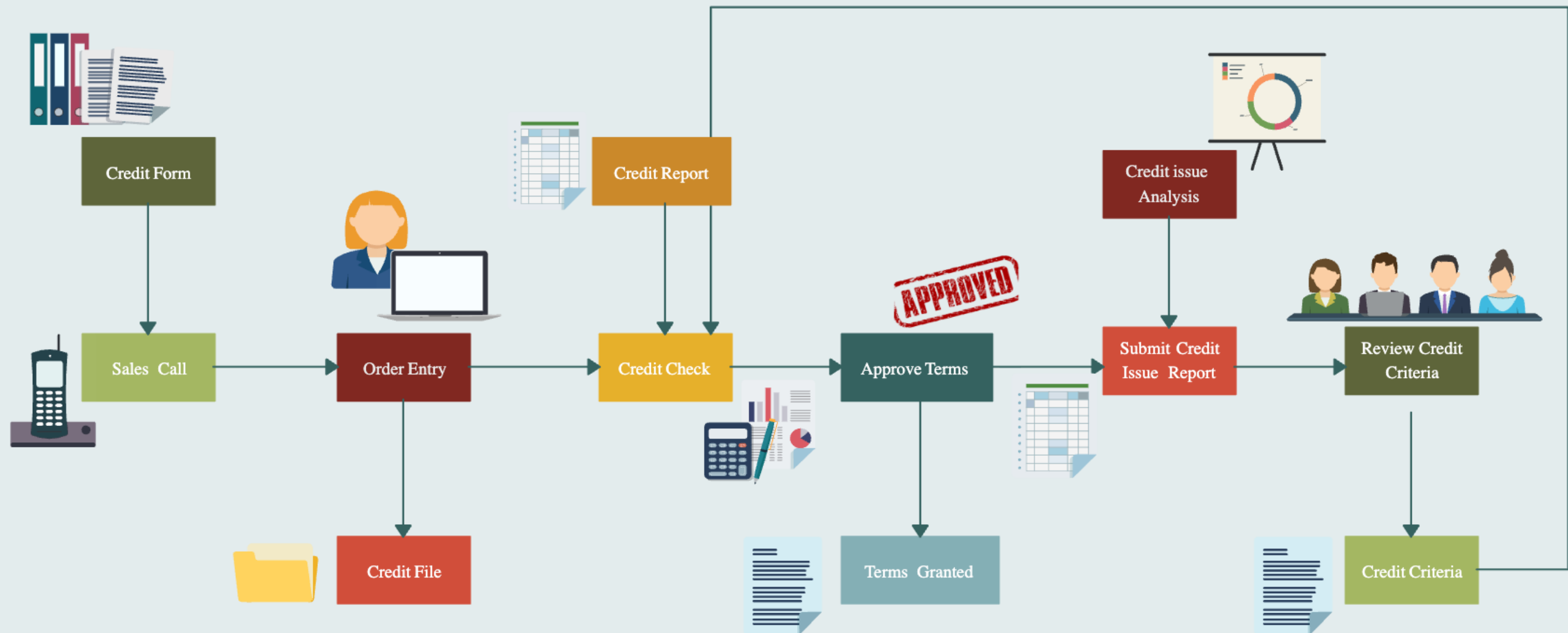
Use **bpmn-js** to display BPMN 2.0 diagrams on your website.
Embed it as a BPMN 2.0 web modeler into your applications
and customize it to suit your needs.

Learn more Try Online

<https://bpmn.io/>



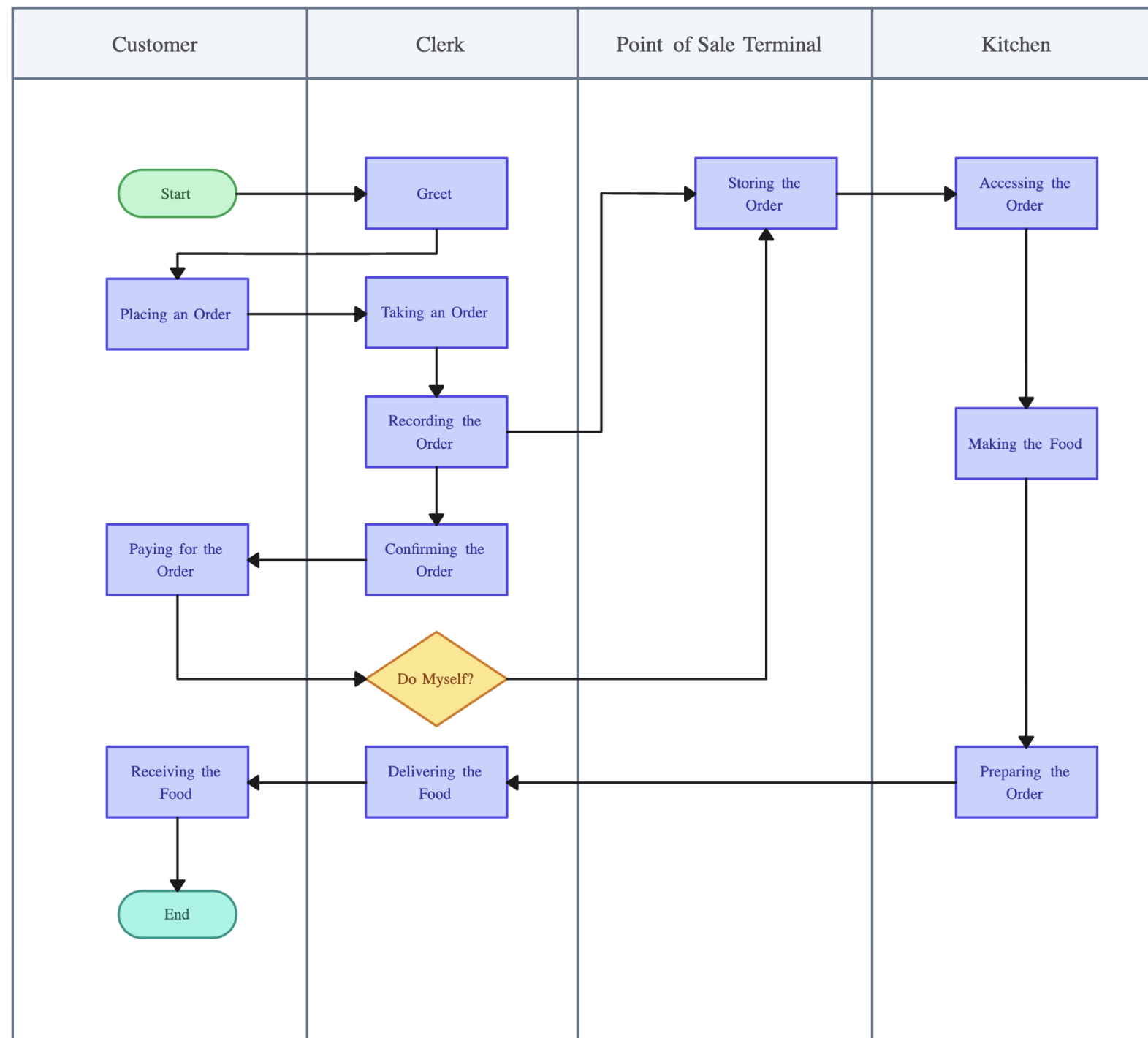
Workflow Diagram



<https://creately.com/guides/workflow-visualization/>



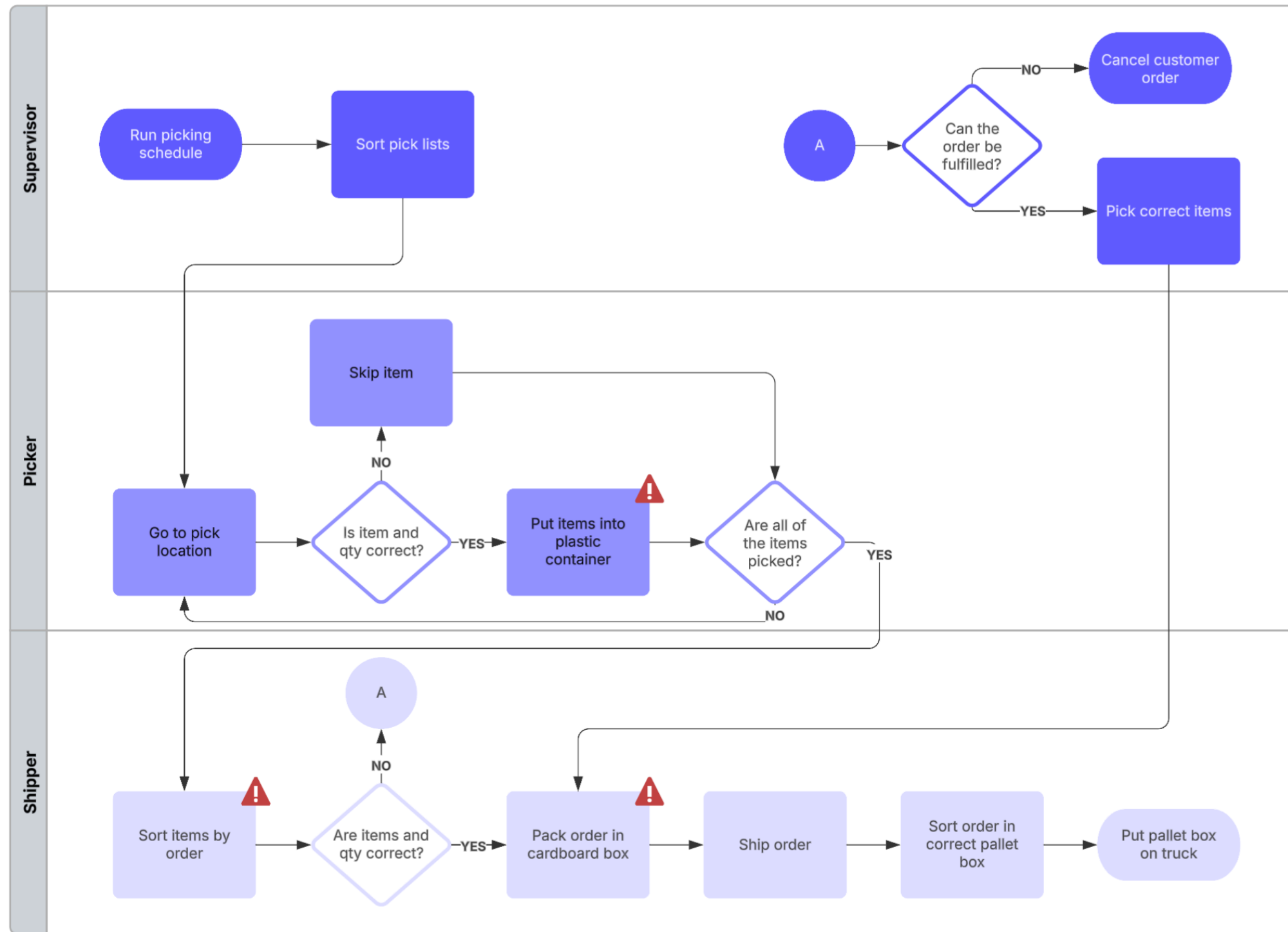
Swimlane Diagram



<https://creately.com/guides/workflow-visualization/>



Flowchart and Swimlane



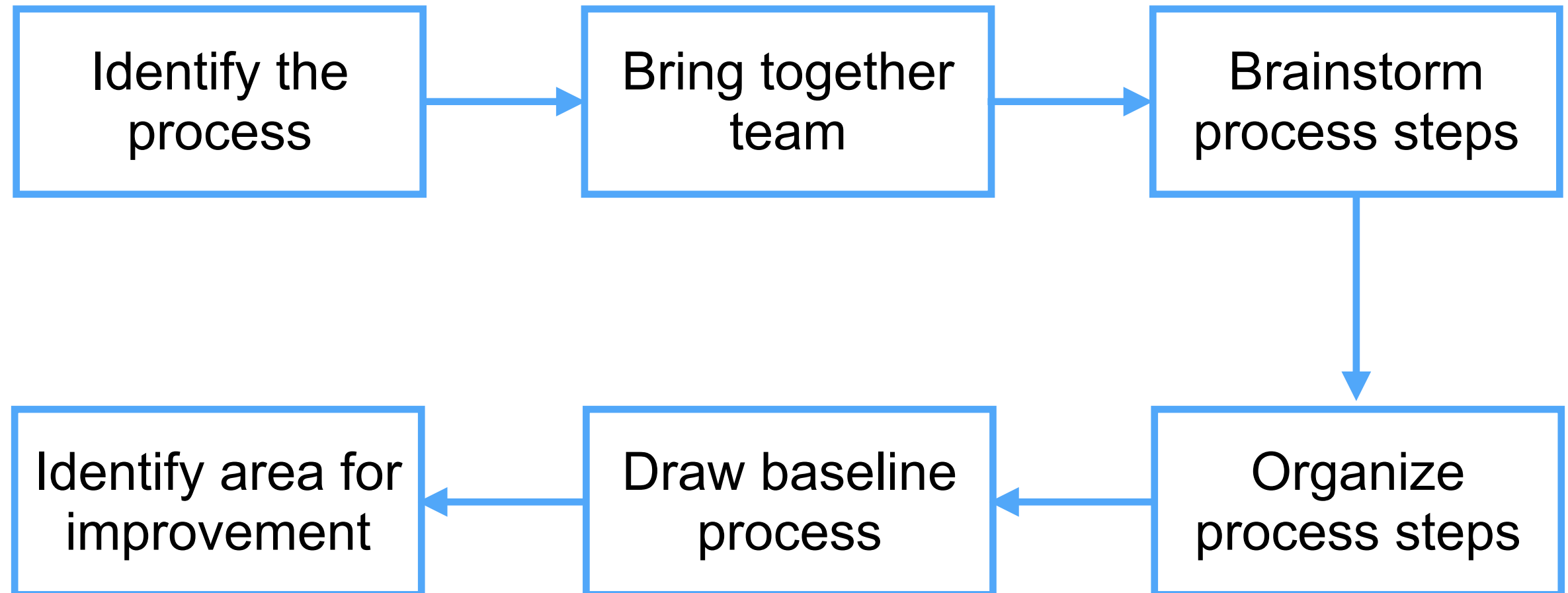
<https://www.lucidchart.com/blog/3-diagrams-to-make-your-processes-more-visual>



Steps of workshop



Steps of Process map



<https://creately.com/guides/process-mapping-guide/>



1. Define strategy and scope

This initial phase sets the foundation for the entire project by defining its purpose, goals, and boundaries.

Identify
objective

Establish
scope

Secure
Buy-in



2. Discovery gather information

Collect data and gather insights to understand how the process currently works (as-is state)

Collect data

Observe
process

Identify pain
point



3. Mapping visualize workflow

Mapping translates the gathered information into a **clear visual representation**.

This step helps everyone involved see the bigger picture and identify issues

Create the map

Identify key components

Highlight handoffs



4. Visualization communicate

The final stage is about presenting the analysis and new workflow in a compelling and easy-to-understand format

Present change

Highlight impact

Monitor and
refine

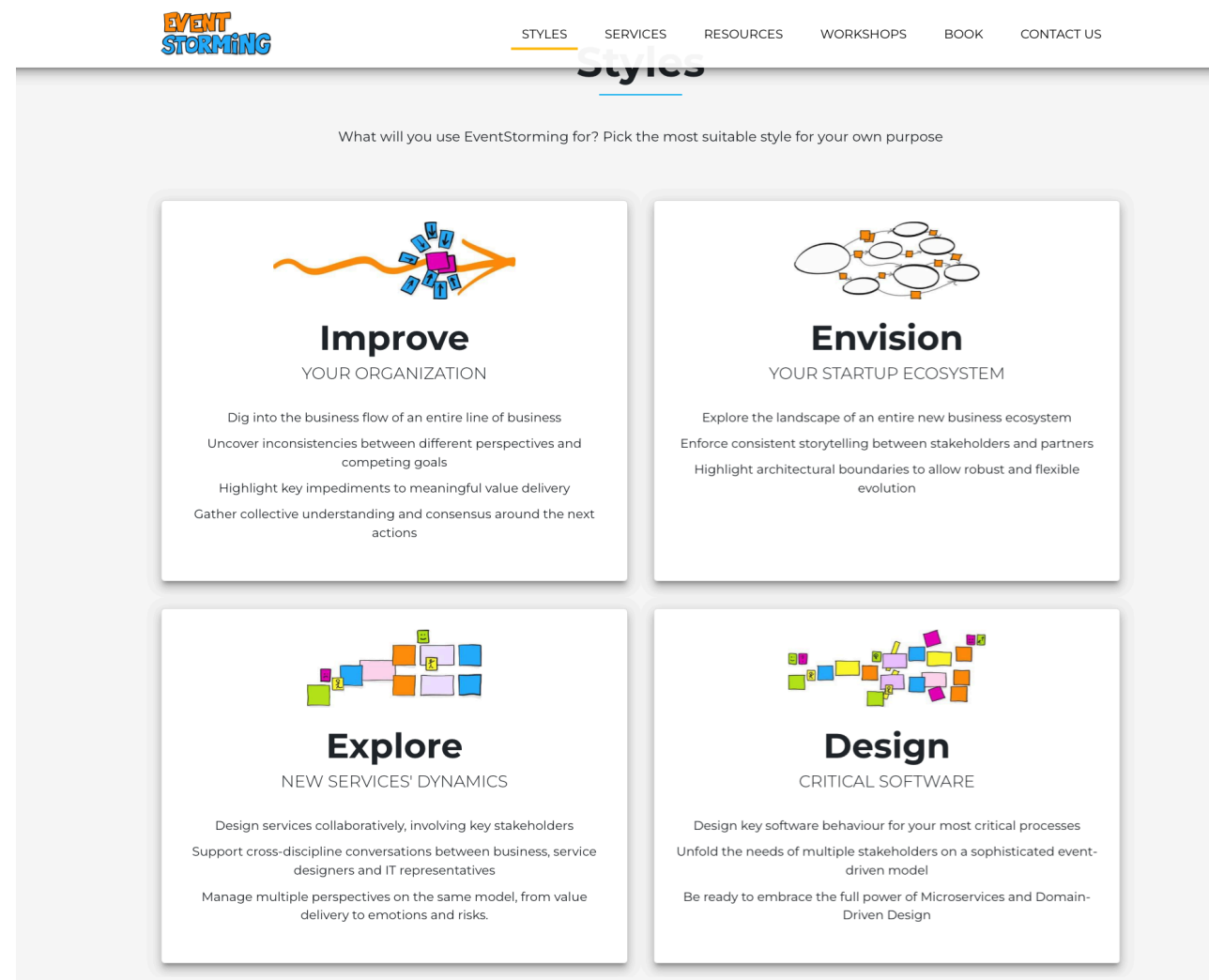


Start of workshop



Event Storming

Collaborative, hands-on session used to quickly explore and map complex business domains



<https://www.eventstorming.com/>

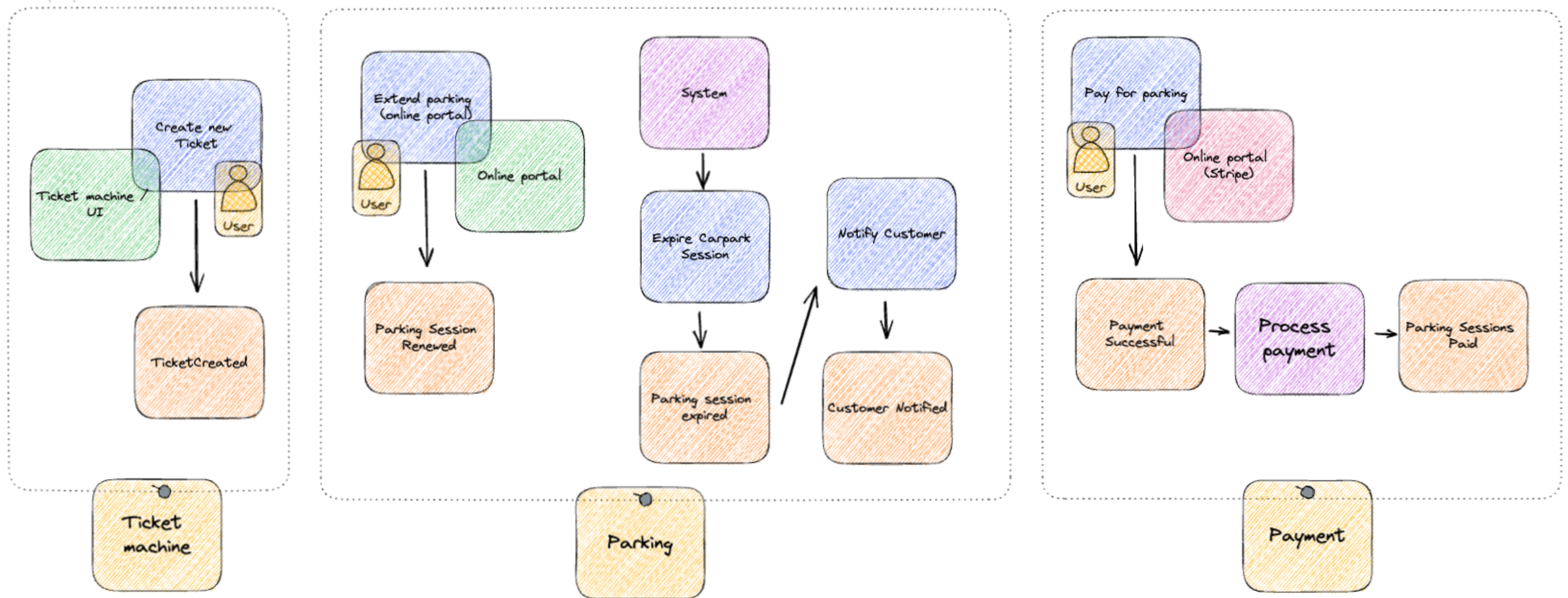


Event Storming

EventStorming

Identify events, commands, actors, domains for your EDA applications

@boyney123



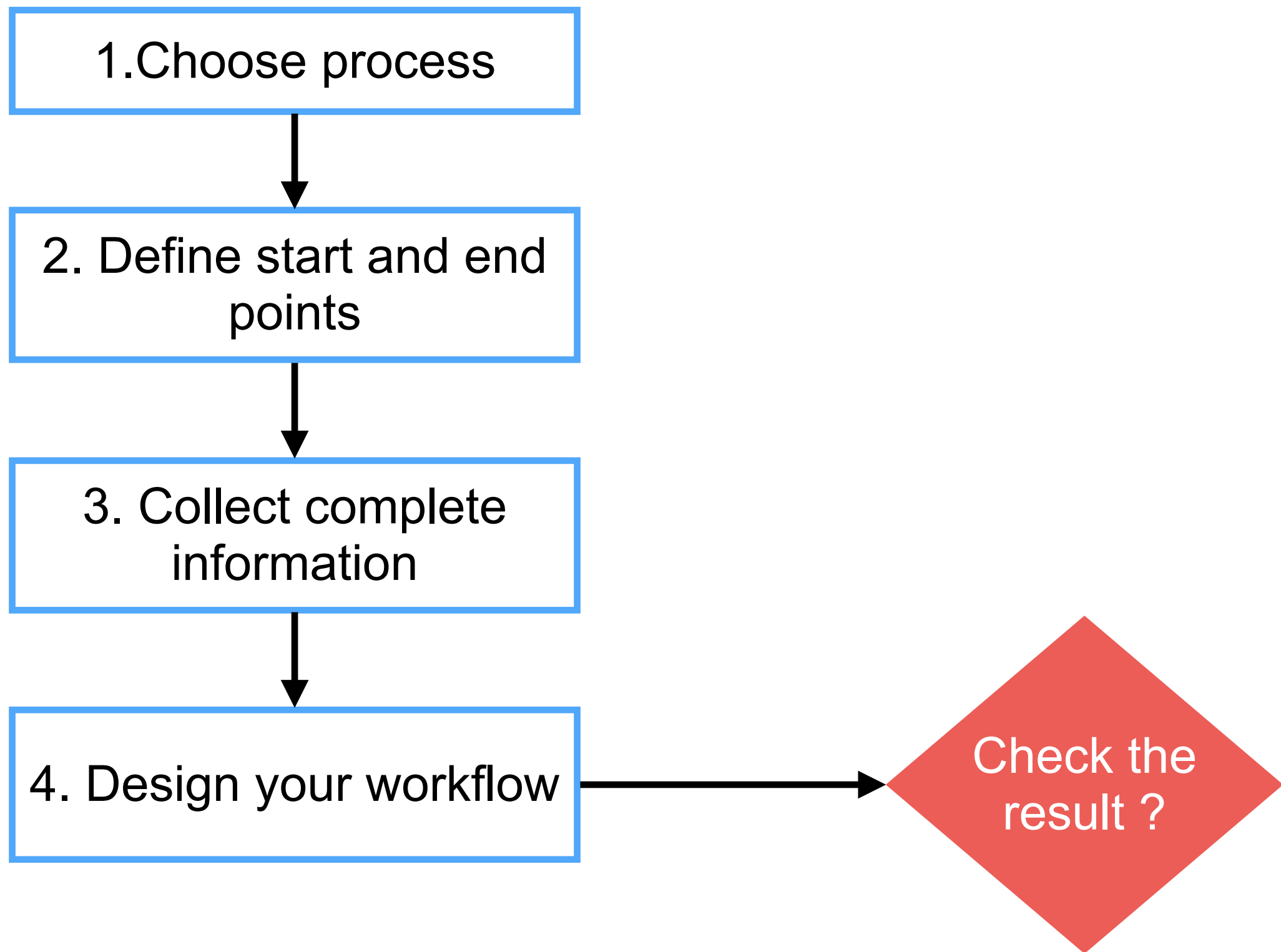
<https://eda-visuals.boyney.io/visuals/event-storming>



How to create a workflow diagram ?



Steps



Q/A

