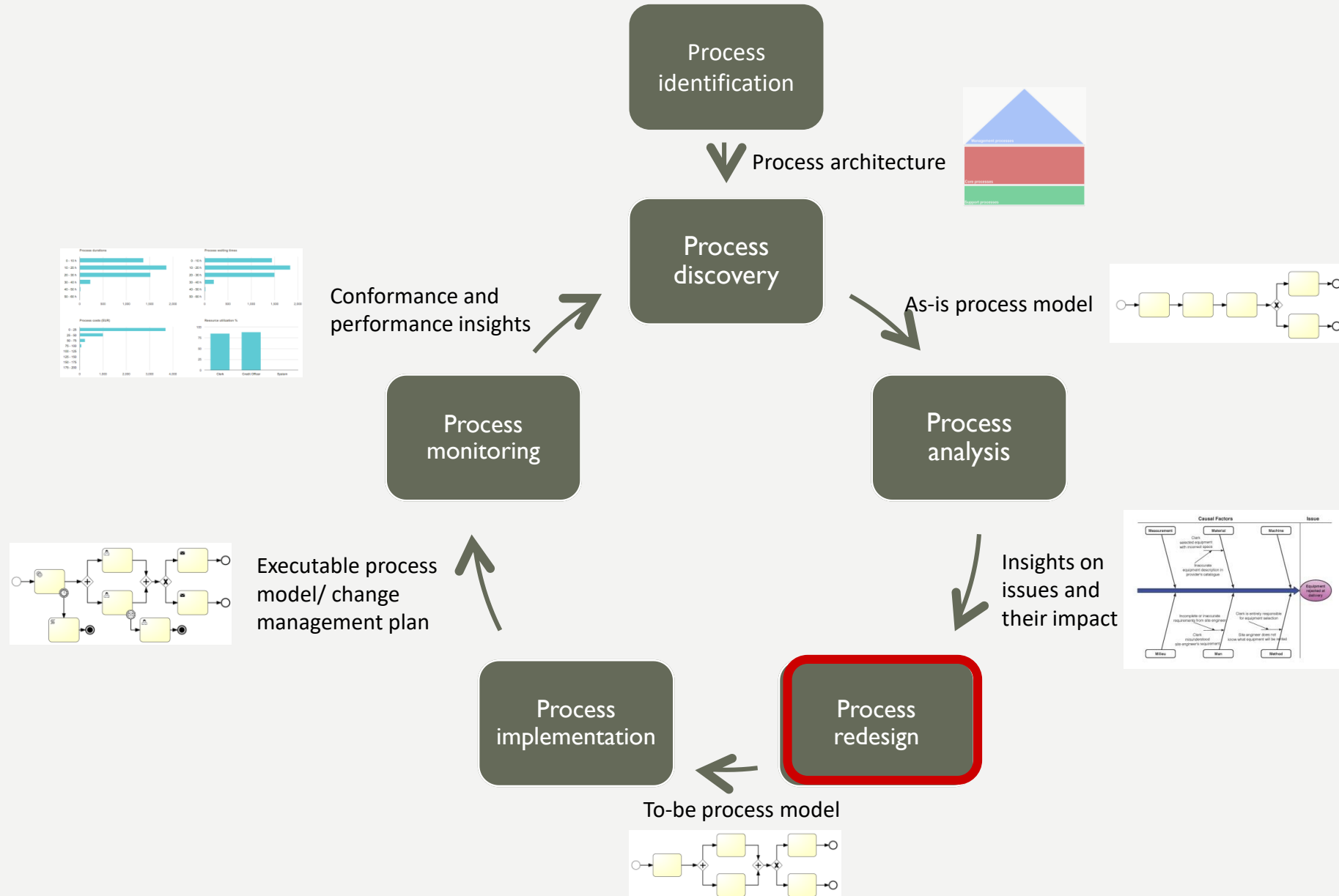# ISYS90081

BUSINESS PROCESS MANAGEMENT

WORKSHOP WEEK 8

YOUR TUTOR

- Winn Chow (Senior Tutor)
- winn.chow1@unimelb.edu.au
- Office: Doug McDonell - 9.23
- Here, you can find my workshop slides:
- https://github.com/winnchow/ISYS90081-Tutorials

THE BPM LIFECYCLE

PROCESS REDESIGN DRIVERS

Ambition: Transactional vs Transformational

Transactional Redesign

- Doesn't put into question the current process structure
- Seeks to identify problems and resolve them incrementally, one step at a time

Transformational Redesign

- Puts into question the fundamental assumptions and principles of the existing process structure
- Aims to radically change the process structure

REDESIGN HEURISTICS

Activity-level
- Activity elimination
- Activity composition
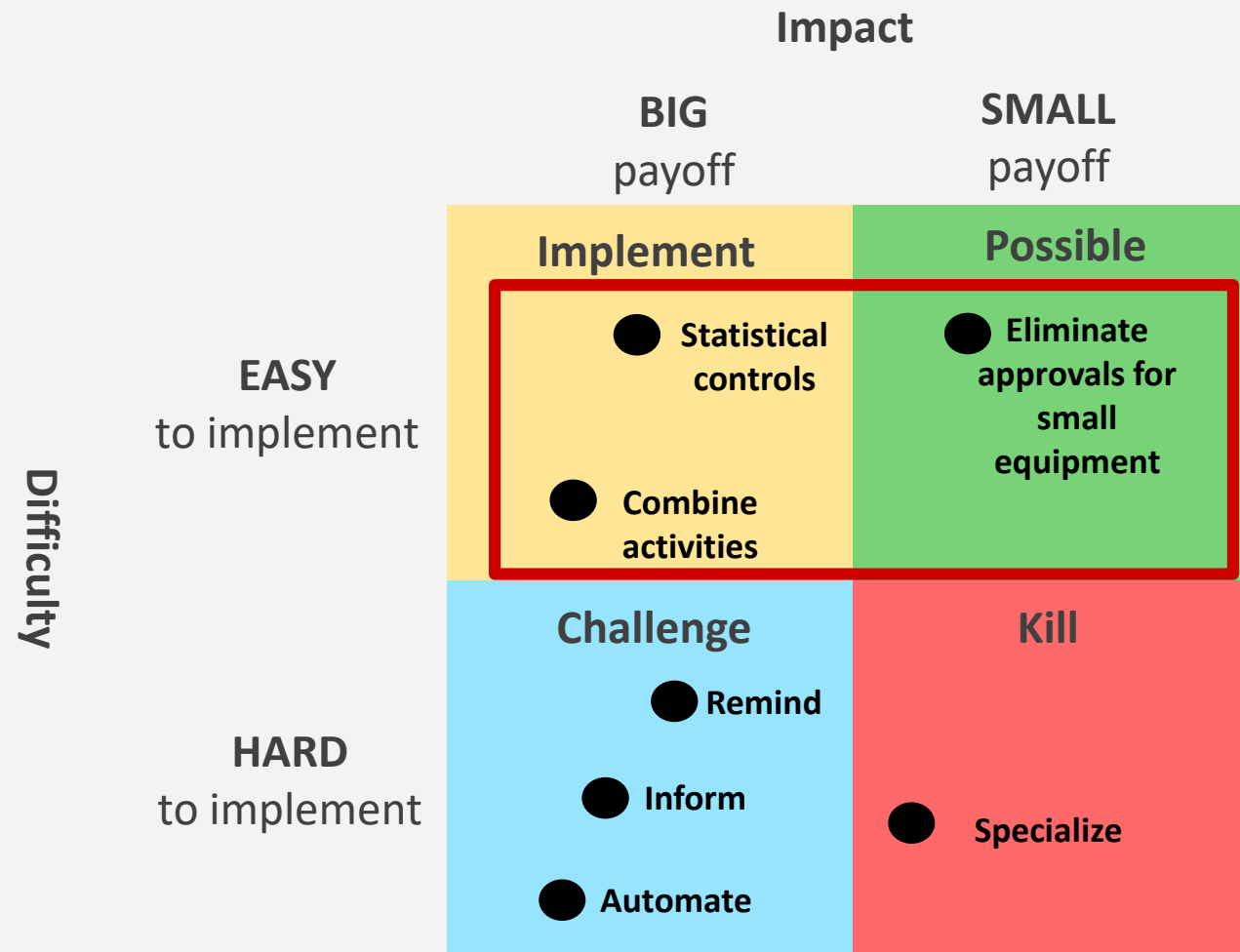- Activity specialization/generalization

Flow-level
- Resequencing
- Parallelism

Process-level
- Specialization & standardization
- Resource optimization
- Communication optimization
- Automation

CONSOLIDATION: PICK CHART

ACTIVITY 1

Issue Name	Heuristic	Justification
Drugs not in stock		
Insurance policy not covering some of the drugs		
Drugs conflict		
Prescription refill not allowed		
Customer have to wait long		
Prescription not fulfilled at the pick-up time		

ACTIVITY 2

Issue Name	Heuristic	Justification