



ISYS90081

**BUSINESS PROCESS MANAGEMENT
WORKSHOP WEEK 12**

YOUR TUTOR

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- Here, you can find my workshop slides:
- <https://github.com/winnchow/ISYS90081-Tutorials>

LECTURE WEEK 5

Defects

Repeat a task: scrap and redo from scratch

- Repetitions or reworks to correct a defect/error

Fix/revise without repeating the task from scratch

Examples

- Vehicle inspection process: A vehicle needs to come back to a station due to an omission
- Travel approval process: Request sent back to requestor for revision
- University admission process: Application sent back to applicant for modification; request needs to be re-assessed later due to incomplete information

LECTURE WEEK 2

Example: prioritized process portfolio

Financial institution

