



ISYS90081

**BUSINESS PROCESS MANAGEMENT
WORKSHOP WEEK 2**

YOUR TUTOR

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

A BUSINESS PROCESS IS...

*a chain of **events**, **activities** and **decisions**
...involving a number of **actors** and **objects**,
...triggered by an **event**,
...and leading to an **outcome** that is of **value** to a **customer**.*

Examples:

- Order-to-Cash (aka Order fulfilment)
- Procure-to-Pay (aka Purchase-to-Pay)
- Application-to-Approval
- Complaint-to-Resolution
- Fault-to-Resolution



ACTORS

A process also involves:

- *Actors*, including human actors, organizations, or software systems acting on behalf of human actors or organizations.
- *Physical objects*, such as equipment, materials, products, paper documents.
- *Informational objects*, such as electronic documents and electronic records.

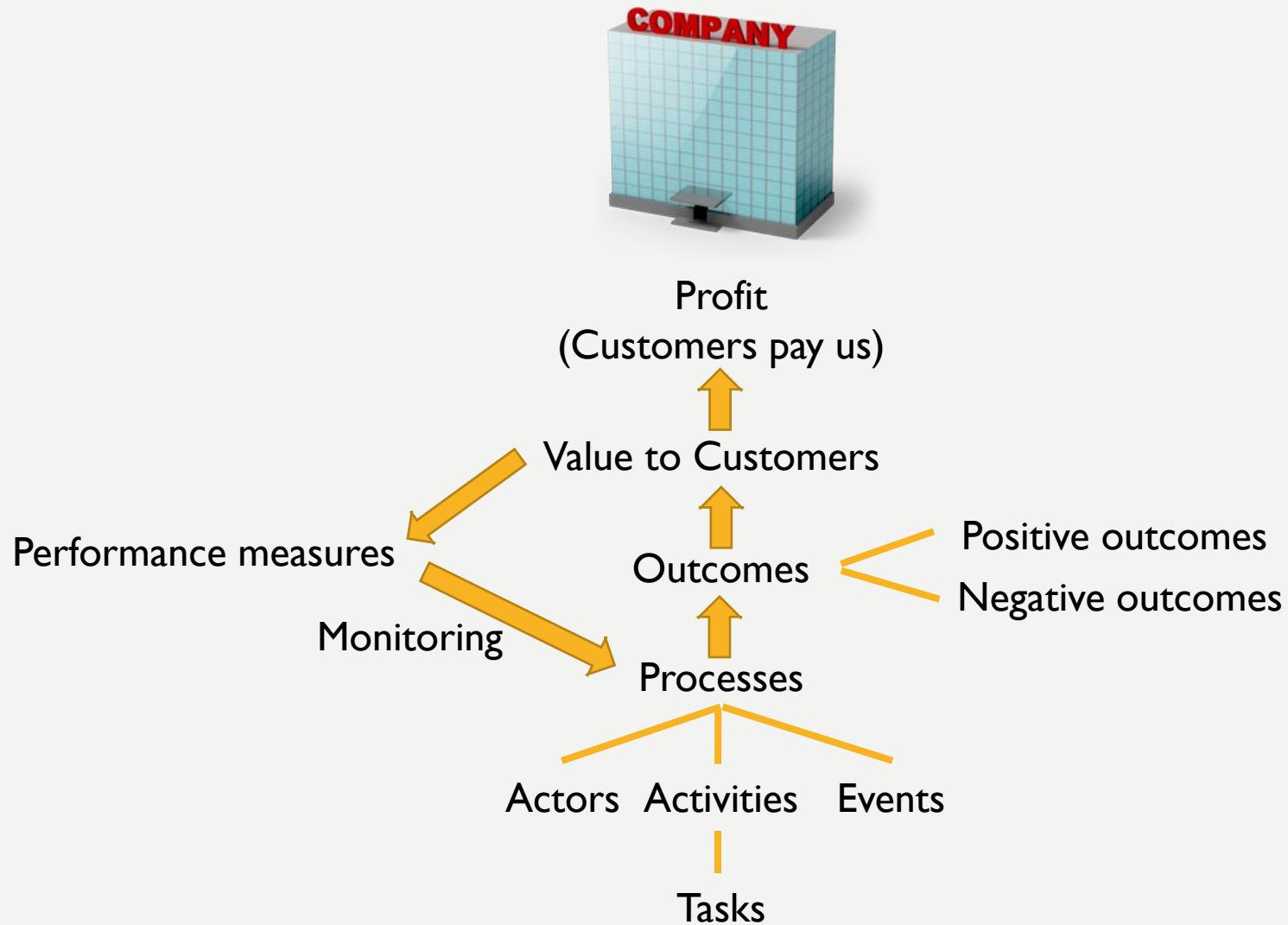
PROCESS PERFORMANCE

If you had to choose between two services, you would typically choose the one that is:

- Faster → TIME
- Cheaper → COST
- Better → QUALITY



CONCEPT MAP



- TIME
- COST
- QUALITY