

Business Process & Improvements

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Abstract

As a futuristic approach in order to increase their productivity and efficiency while being agile and quick to adapt to the new dynamic environment, companies must undergo business process reengineering as a potential trend. The digitizing period is followed by an accelerating IT cycle, often linking reengineering with tech or IT revolution. The article discusses what is a Business Process, what are the opportunities for Improvements, how to measure the success criteria, what are different process flow & the value for an organization to achieve the objective of business process improvement

Keywords: business process improvement, BPI, process reengineering, productivity, efficiency, agile.

Business Process & Improvements

A business process is a series of linked activities that result in the service or product delivery to a client. A business process was also described as several tasks and activities that accomplish an organizational purpose until completed. The process needs to include simple inputs and a consistent product. Such inputs consist of the factors which contribute to the added value of a service or product (directly or indirectly). Such considerations can be divided into business processes, organizational processes.

Processes in management govern the operation of the operating system of an organization. The core business is organizational operations. The core business processes are supported by supporting processes such as human resources and accounting.es and business processes.



Fig1(Ref 3)

To large companies, the value and benefits of a business process are obvious. A mechanism forms the basis of any organization and helps automate employee tasks while ensuring the best

use of capital. A few of the reasons for developing a well-defined business process are to determine activities that are essential for your larger business objectives. This will also help us streamline interdepartmental communication and set transparency and maximum capital use, avoiding any amalgam in communication.

The 7 steps of the business process

Defining your objectives: Benchmark for the work, since at the end of your project we need to provide what the customer really wanted.

Prepare and plan the method: We need to drop checkpoint to see if we are not misaligning from our actual goals

Set actions and appoint stakeholders: In order to implement the plan, we must clearly specify the specific activities that must be done

Process Test: We must run the process in different conditions to see how it is performing on a small scale. Note and correct any defects.

Execution of the process: The end-user needs to be informed & other stakeholders beforehand with the launch of the new process.

Follow-up analysis: The procedure is checked, and findings evaluated. Record the history of the operation.

Repeat: Replicate it for subsequent phases if the cycle can achieve its targets.

Essential attributes of Business Process

It should be finite; a good business process has a well-defined start and endpoint. Secondly, it should be repeatable an infinite number of times. Most Importantly it must create value, in the end, it tries to turn the production of value into research that can be done and has no step in the process only for its sake. In other terms, it should not occur if any step in the process does not

add value. Lastly but not the least it needs to be versatile and uncontrollable to alter. When there is any progress, the process allows the transition to be implemented without impacting the members in an organized manner.

The below fig.2 is of process Map of Hiring candidates, here we have three actor's candidate Recruiter & the interviewer. The Process briefly explains end to end how the hiring process will be working

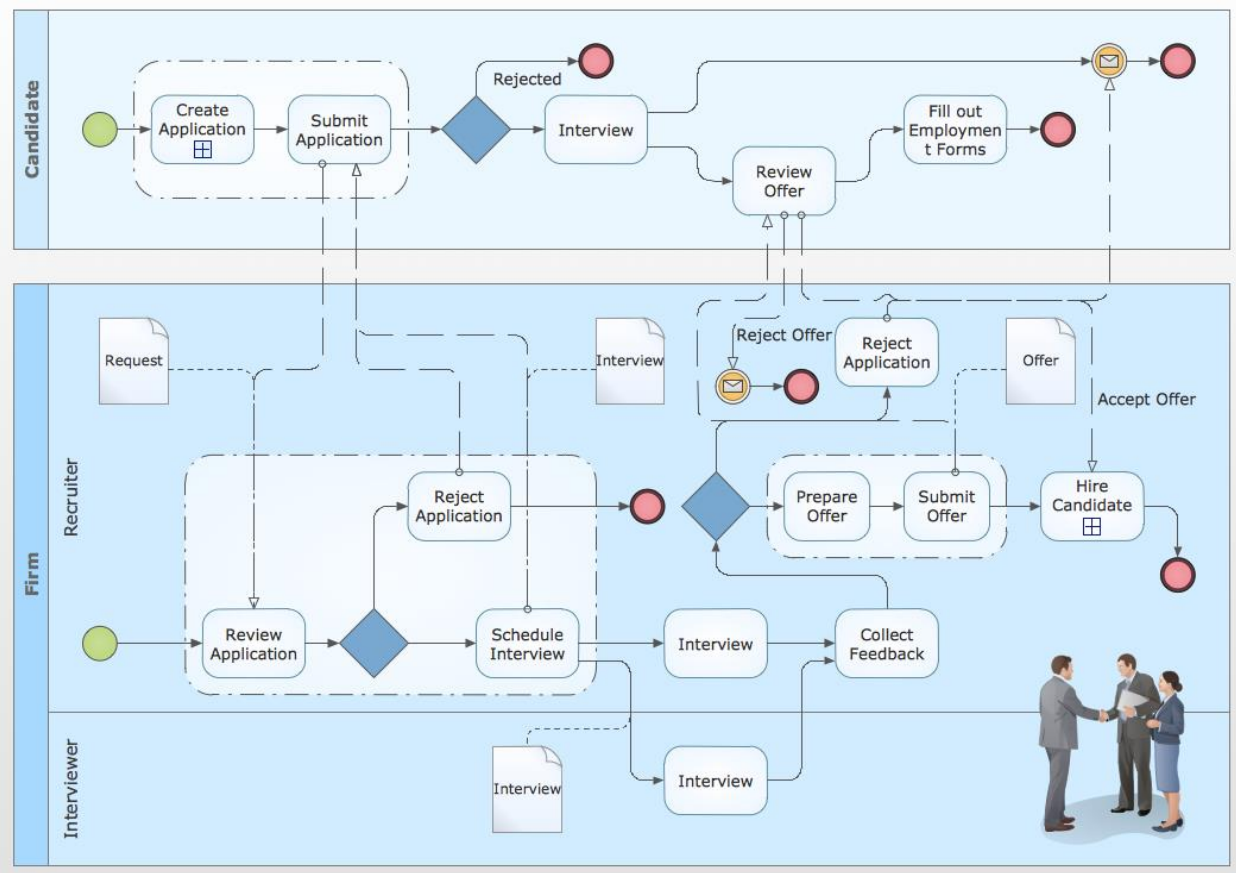


Fig.2 (Ref 15)

What is Business Process Improvement (BPI)?

The enhancement of the business process (BPI) can be defined as evaluating, reviewing and improving existing business processes even though it does not have a completely universally accepted meaning. This is achieved through mapping the business process, identification of

inefficiencies, process redesign, and initial benchmarking. Usually, one or all three of BPI is targeted at are to minimize cycle times to identify ways to accomplish the task more quickly or effectively. It can be done in many ways, from removing unnecessary steps to adopting new technologies. Secondly to improve the efficiency of the production—to create better value with a single supply. Generally, this involves finding steps in the process that affect the product adversely and result in flaws and errors. Lastly to cut Waste—Discovery of waste processes and workflow cuts. This may either help to achieve the first two objectives or simply improve productivity overall. We will invest more time in the job, which increases value for the company if your staff does not have to do useless work.

Business Process Improvement (BPI) Steps

There are many different methodologies for improving business processes, but usually, the idea is the same – to take your old processes and see how they can be improved.

Mapping: The foregoing are standard measures for a BPI program to take to assess and enhance their performance we need to know what the process is. So, to get a birds-eye view of your market, we would like to map it out. The most fundamental way to do that is through pen and paper to draw a flow chart of the steps in the process. Business mapping is a good way to understand how your business operates and finds everything that can seem weak or inefficient.

Analysis:

We can start analyzing it once your process is mapped out. The primary factor in the event of failures or missed deadlines, measures have the greatest impact on product quality and can be rendered more effective to identify if any particular steps are more difficult than the rest, analyze why it's difficult & how it's difficult. We can use processes, such as 5 Why's, to discover inadequacies or problems. The secret to 5 Why's is, we wonder why until we figure out the root

cause of a problem. Let's assume, for example, that the issue is that profits have dropped from 3 months earlier... Why are sales down? The sales team does not reach as many accounts as planned. Why is this possible? As the leads are weaker than usual (yes, the leaders are definitely to blame!). Why does this happen? Since new lead generation strategies have been sought by the marketing team. Why does this happen? The company can't afford the old partner anymore. Why does this happen? The company has raised its prices by 20%.

Redesign

We need to figure out how to change it once We have identified the inefficiencies in your old process. This depends, of course, a great deal on your particular situation, and not a one-size solution fits all. There are however many best practices to consider... Pick the correct indicators to measure, so that We can empirically figure out if it's stronger or not if We would like to equate the new and old method with the original. Function with the workers on the ground. We may have some feedback on what we can change.

Implementation

Implementing a business process improvement initiative is a crucial step for your success if something goes wrong, we might lose more than anything that We have had to do with the inefficient process. Implementing improvements at a limited scale in order to reduce uncertainties in the following measures towards efficient execution. We should first check this on a small scale and evaluate it for the initial procedure, before making the changes throughout the entire organization. We need to get the right resources and set the measures and start the implementation with all stakeholders.

Reflection & Benchmarking

Usually, the way We handle it doesn't go perfectly. Once We finally complete the improvements, we want to keep track of everything and make sure it is all the way. For example, to increase output per hour, let's say we are optimizing the manufacturing process. While we can excel, the performance is lower, and the defect rate is poorer, and We will be left with a new problem (and with profit back into the square). Even if this is not the case, BPI is a continuous process—We can always check and introduce something different.

Conclusion

Finally, with this article, in conclusion, I would like to add how Business Process Improvement benefits any organization

1. Productivity

Activities like filling out forms and running reports confuse and frustrate employees. These activities can easily take hours if we rely on a system with limited capabilities, like an access database or Excel spreadsheet. One survey (Ref 16) found that employees spend an average of 520 hours per year on repetitive tasks that could easily be automated. By introducing new software or a custom application, we can automate these tasks, and employees can reallocate time to core aspects of their job.

2. Employee satisfaction

Well-developed business processes help motivate team members who generally aren't interested in wasting time or money. BPI cuts down on tedious, repetitive tasks that eat up critical working hours and brainpower. Employees can focus on job functions they care about instead of

searching endlessly for documents and manually entering data. Smoother procedures lead to a happier workforce, resulting in higher productivity and revenue.

3. Reduced risk

Maybe employees manually transfer information between systems, resulting in mistakes that take hours to fix. Manual systems lack controls, increasing the risk of fraud and human error. Non-IT employees often manage data entry tasks but aren't familiar with storage and backup best practices. Business process improvement helps us to highlight activities to automate, reducing human error and adding additional security measures to protect company data.

4. Compliance

Is maintaining compliance a constant headache for your business? If we don't have a flexible system in place to handle end-to-end compliance, we could face unforeseen penalties.

With BPI, our third-party consultant thoroughly documents all compliance-related procedures, policies, and internal controls. By building compliance into your new business processes, we can create transparency and quickly implement regulatory requirements, preventing delays in compliance and fines.

5. Customer satisfaction

A Microsoft study (Ref 16) found that more than 90 percent of consumers would choose to take their business elsewhere rather than work with a company that relies on outdated technology.

By upgrading your technology solutions and cutting down time spent on administrative tasks, your employees are free to focus on real-time collaboration with customers. Employees will have a greater capacity to respond to customer requests, build proposals and customize solutions faster. They will have more time to focus on activities that deliver results for clients, increasing customer satisfaction.

6. Agility

Nimble processes are critical for staying competitive. With BPI, we can constantly improve processes to adapt to changing business needs focuses on implementing flexible processes that are easy to adapt and deploy as your business needs evolve.

7. Technology integration

Business process improvement outlines which software and applications align best with organizational requirements. Depending on industry and business needs, the best solution might be a commercially available software or a custom web application. New technology will support new business processes, from data entry to employee collaboration.

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