What is Business Process Management?

Business Process Management (BPM) is a methodology that involves identifying, analyzing, and improving organizational processes. It is used to optimize the flow of work within an organization, aiming to improve efficiency, productivity, and customer satisfaction.

Why BPM Technology is Essential?

Business Process Management technology can streamline workflows, reduce errors, and enhance overall productivity. It helps organizations adapt to changes quickly, improve customer satisfaction, and gain a competitive advantage in the market.

Why BPM matters?

Business Process Management is essential because it helps organizations enhance efficiency, reduce costs, and improve customer satisfaction. It involves identifying, analyzing, and improving business processes to ensure they are as efficient and effective as possible.

5 Steps involved in BPM

1. Identify: Identify all the key information and map out the entire workflow steps.
2. Design: Create an automated form and workflow, integrate, and add conditions if needed.
3. Model: Train users, test process, and make it live. Tweak notifications or reminders.
4. Implement: Run a BPM process periodically and identify areas for improvement.
5. Optimize: Review a BPM process periodically and identify areas for improvement.

What can BPM do?

BPM can improve processes across various departments, such as human resources, marketing, sales, and finance. It can help organizations streamline workflows, reduce errors, and improve efficiency.

Types of BPM systems

- Human-Centric: It routes tasks and encourages team collaboration. It's useful when different people are involved in one approval cycle.
- Document-Centric: It is business process management combined with service-oriented architecture and it helps minimize management overhead.
- Integration-Centric: The Who's Who of BPM

3 most common BPM methodologies

- Lean: A brainchild of Toyota's production system: fast to implement; eliminates waste; reduces cost & process time; favorite among industrial companies.
- Six Sigma: Pioneered by Motorola in 1985; helps cut down process defects and inconsistencies; implemented either through DMAIC or DMADV approach.
- Lean Six Sigma: A hybrid between Lean & Six Sigma methodologies; focuses on process variations: increases profits, efficiency, and boosts employee morale.

BPM Technology must-haves

- Visual Workflow Tool
- Drag & Drop Form Designer
- Role-Based Access Control
- Cross-platform Integration
- Mobile Compatibility
- Reports and Analytics
- Administrative Features
- Performance & Scalability
- Single Sign-On Capability
- Performance Metrics

The Who's Who of BPM

Sandy Kemsley, Peter Schöff, Clay Richardson, Nathaniel Palmer, Scott Francis, John Morris, Steve Towers, John Myers, Steve Towers

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