

Business process change

[Business](#), [Management](#)



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A process is a set or a collection of specific activities that deliver a desired output. A business process entails all the activities that are undertaken to convert raw materials into consumable goods. Suppliers start the process after receiving product orders from the customers. A business process has five unique entities; suppliers, inputs, process, output and consumers. The main purpose of a business process is to reduce distribution errors and enhancing the quality of output (Vom & Rosemann, 2010).

Suppliers contribute to the process by bringing in the required inputs. They have the original concept of a product. The inputs are the resources needed for successful production. Inputs include information or materials used by the process to produce the desired goods. The inputs are subjected to a process of value addition. The outcome or the completed product is the output delivered to the consumers. The product or output is the result of a combination of inputs and the process.

Consumers initiate the process by ordering products. They are responsible for stimulating demand for the product. The situation implies that consumers are the most important part of the process. Customers buy the final products and thus finance the whole process. In essence, business cannot exist without customers. It is thus important to maintain healthy relationships.

In conclusion, a business process outlines the basic steps that are taken from the time a customer makes an order to the time the order is supplied. As noted, the process has five basic entities that include suppliers, inputs, process, output and customers (Harmon, 2007). The customers usually initiate the process through demand; hence, business must strive to ensure

that the customers are satisfied.

References

Harmon, P. (2007). Business process change: A guide for business managers and BPM and six sigma professionals. Amsterdam: Elsevier.

Vom, B. J., & Rosemann, M. (2010). Handbook on Business Process Management 1: Introduction, Methods, and Information Systems. New York: Springer.