

Business process management essay sample

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



1. How would you define “ business process management” based on this video and text reading? How would you compare it to business process re-engineering, continuous improvement, and total quality management approaches? Business process management is an approach to business in which aims to continuously improve and manage business processes.

Business process management focuses on process improvement, process efficiency and effectiveness, and management control over processes. 2.

What are the major objectives of BPM?

The main objective of BPM is to align business strategy with technology in order to streamline business processes. They try to reduce cost, enhance efficiency and productivity, and to minimize the number of errors and risks in a business. What is the significance of a “ service oriented architecture?”

What difference does this make for implementation, cost, and flexibility of the BPM tools? Service oriented architecture is software architecture of a firm built on a collection of software programs that communicate with each other to perform assigned tasks to create a working software application.

With this service oriented architecture computers are able to interact with each other and assistance in the implementation, cost, and flexibility of BPM tools.

3. Why is it important that the BPM software produces a Business Process Execution Language (BPEL) model for the IT department?

It is important that the BPM software produces a Business Process Execution Language model for the IT department because it was created to facilitate

communication. With the BPEL it makes it easy to read and learn for a quicker design process.

4. What is the utility of “ key performance indicators” (KPI)? Key performance indicators are measures proposed by senior management for understanding how well the firm is performing along specified dimensions.

5. Why is it important for managers to be able to “ drill down” into the data and system? It is important for managers to be able to drill down into data