

About Business Processes

[00:00:00] To avoid confusion, let's define what we mean by business process. A business process is a sequence of events, activities, and decision points that involve several actors and objects that collectively lead to an outcome that is valuable to at least one customer.

[00:00:20] Events correspond to things that happen atomically, which means they have no duration. Activities, on the other hand, refer to a unit of work that takes time to complete.

[00:00:33] Actors include humans, organizations, or software systems acting on behalf of humans or organizations. Actors can be internal or external.

[00:00:44] Objects can be physical or informational. Physical objects include equipment, materials, products, and paper documents. Informational objects include electronic documents and records.

[00:00:59] The actor who benefits from the output of a process is called the customer. A customer can be internal or external.

[00:01:07] Core processes are those that directly add value to external customers. Support processes provide resources for and enable the core processes. Management processes involve planning, monitoring, and controlling core and support processes. Management processes provide direction, rules, and practices.

[00:01:32] Business processes are important because they help organizations identify and understand the work required to achieve their goals. They break work into repeatable steps that yield consistent outcomes, and they help identify resource requirements.

[00:01:48] Business process management (BPM) is a systematic approach to improving business processes to help a business achieve its goals.

[00:01:58] Processes are distinct from projects. Every project is unique, never to be repeated the same way.

[00:02:06] Furthermore, processes are not procedures. Processes describe what to do; procedures describe how to do it.

[00:02:16] A process is repeatable and has defined start and endpoints. A process instance is a specific occurrence or execution of a business process.