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Automating Business Processes to Reduce Operational Risks

Udaykumar Ushakant Vedpathak[1], Dr. Lavendra Bothra[2], Majid Afsar Hussain[3], Dr. Ashwini Kshirsagar[3]

1. PG Scholar, Department of Management Studies, ARMIET
2. Professor, Department of Management Studies, ARMIET
3. Assistant Professor, Department of Management Studies, ARMIET

Abstract

This research paper explores the transformative impact of Business Process Automation (BPA) in reducing operational risks across industries. Technologies like Robotic Process Automation (RPA), Artificial Intelligence (AI), Machine Learning (ML), and Business Process Management (BPM) enhance efficiency, accuracy, and resilience. By analyzing cases from banking, manufacturing, logistics, and healthcare, the paper identifies how automation mitigates errors, improves compliance, and ensures business continuity. The findings highlight that automation is not only a technological enabler but a strategic imperative for achieving operational excellence and risk resilience.

Keywords: Business Process Automation, Operational Risk, Artificial Intelligence, Robotic Process Automation, Efficiency

Introduction

In a rapidly evolving digital economy, organizations face the dual challenge of improving efficiency while managing operational risks. Business Process Automation (BPA) has emerged as a core enabler in addressing these challenges by streamlining workflows and minimizing human errors. The evolution of automation from mechanical systems to intelligent, AI-driven platforms has reshaped how organizations approach performance, compliance, and resilience.

Literature Review

The literature on automation highlights its growing role in optimizing business processes and minimizing risks. Studies from McKinsey (2023) and Deloitte (2022) show that firms adopting automation achieve significant efficiency gains and cost reductions. Robotic Process Automation (RPA) combined with AI and analytics has evolved into Intelligent Process Automation (IPA), driving predictive and cognitive capabilities in risk management. Research also identifies barriers such as data privacy, integration with legacy systems, and workforce adaptation as major challenges to successful implementation.

Research Methodology

The study adopts a qualitative and exploratory approach, relying on secondary data from academic journals, industry reports, and case studies. Content analysis and thematic grouping were used to evaluate automation tools, their adoption across sectors, and their measurable impact on operational performance. Key themes analyzed include efficiency improvement, risk mitigation, and implementation challenges.

Findings and Discussion

The analysis revealed that automation significantly reduces manual errors, processing time, and operational bottlenecks. In banking, automation ensures accurate compliance reporting. In manufacturing, predictive

maintenance prevents downtime. In logistics, IoT-enabled systems improve visibility. In healthcare, automation enhances patient data management. Across industries, BPA contributes to a proactive risk management model supported by data-driven decision-making and process standardization.

Conclusion and Future Scope

Automation is no longer optional it is a strategic imperative for modern enterprises. The study concludes that effective automation implementation enhances accuracy, compliance, and operational agility. Future research may explore cognitive automation, hyper automation, and AI ethics to ensure sustainable, transparent, and human-centric automation ecosystems.

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Declaration

I hereby declare that this research paper titled "Automating Business Processes to Reduce Operational Risks" is my original work derived from my postgraduate project report submitted to Alamuri Ratnamala Institute of Engineering and Technology (ARMIET), University of Mumbai. This paper has not been published or submitted elsewhere for publication or evaluation.

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