

## Business Process Management

CA Ravi Gupta

Address:- E-3, Kavi Nagar, Industrial Area, Ghaziabad, UP-201002

\*\*\*

*Abstract - Business process management (BPM) is a discipline in operations management in which people use various methods to discover, model, analyze, measure, improve, optimize, and automate business processes. BPM focuses on improving corporate performance by managing business processes.*

**Business Process Management (BPM) is a special field for several reasons.**

### BPM CROSSROAD

Firstly, BPM is a crossroad of multiples and quite different viewpoints. Business managers are attracted to BPM due to its demonstrated ability to deliver improvement in organizational performance, regulatory compliance and quality services. Industrial engineer sees BPM as an opportunity to apply well-trodden manufacturing optimization techniques in the context of organizations those deliver services rather than physical products. Finally, Information Technology (IT) specialists appreciate this fact that BPM provides them with a shared language to communicate with stakeholders. Furthermore, its business process automation technology that allows IT specialists to implement and monitor IT systems in a way that it is aligned with the vision that stakeholders have for the organization. In other words, BPM is a boundary-spanning field that serves as a melting pot for otherwise separate communities and business. For those who have experienced how business managers, industrial engineers and IT professionals often live in different worlds, this shared field of interest is a remarkable opportunity to achieve a joint understanding of the inner workings of a business field.

### BPM Characteristics

A second special characteristic of BPM is that it is both actively practiced and researched by business managers and researchers. In other words, it is a field where there are both proven and established practices as well as open challenges can be seen. Businesses around the world are carrying out BPM initiatives with the aim to, outperform their competitors or meet the demands of regulatory authorities. Academics in fields like computer science,

management science and sociology are working on the development of methods and techniques to support such movements. It is appropriate to see BPM as a “theory in practice”. On the one hand, practical demands inspire the development of new methods and technologies on the other hand, the application of these methods and technologies in practice feeds back to the drawing boards in universities.

### BPM – CORE ASSET

Business processes represent a core asset of Organization. They have direct impact on the attractiveness of products and services as perceived by the market. They determine task, jobs and responsibilities and by this, shape the work of each employee. Processes integrate system, data, and resources within and across organizations and any failure can bring corporate life to a standstill. Processes determine the potential of an organization to adapt to new circumstance and to comply with fast growing requirements of legislative. Processes influence the revenue potential as much as they shape the cost profile of an organization. However, unlike other corporate assets such as products, services, workforce, brand, physical or monetary assets, significance of business processes had not been appreciated for a long period. Despite the fact that processes are the lifeblood of an organization, they did not develop the status of a primary citizen in boardroom discussions and managerial decision-making processes. Only the growing demands for globalization, integration, standardization, innovation, agility and operational efficiency, and the related challenge of finding further variables in the corporate ecosystem that can be optimized, have finally increased the appetite for reflecting on and ultimately improving business processes. In response, over the last two decades a comprehensive set of tools, techniques, methods and entire methodologies has been developed providing support for all stages of the business process lifecycle. Relevant contributions have been made by diverse disciplines such as Industrial Engineering, Operations Management, Quality Management, Human Capital Management, corporate governance, workflow

management and system engineering. Business Process Management (BPM) is the discipline that now faces the difficult, but rewarding task of consolidating and integrating the plethora approaches.

## BIOGRAPHIES ()

1



Author

CA Ravi Gupta is member of Institute of chartered Accountant of India. He is teaching CA Final Costing from 7 years.