

Name suliman khan

Id 14282

Subject Business Process Engineering

Semester 5th

Question No: 01

- a) What is a Business Process? Briefly explain different process types and illustrate it using figure. Name any 5 process improvement programs

Answer:

A Business Process describes how something is done in an organization

Business - Organizational entity that deploys resources to provide customers with desired products and services

A business process is a series of steps by a group of

Stakeholders to achieve a concrete goal.

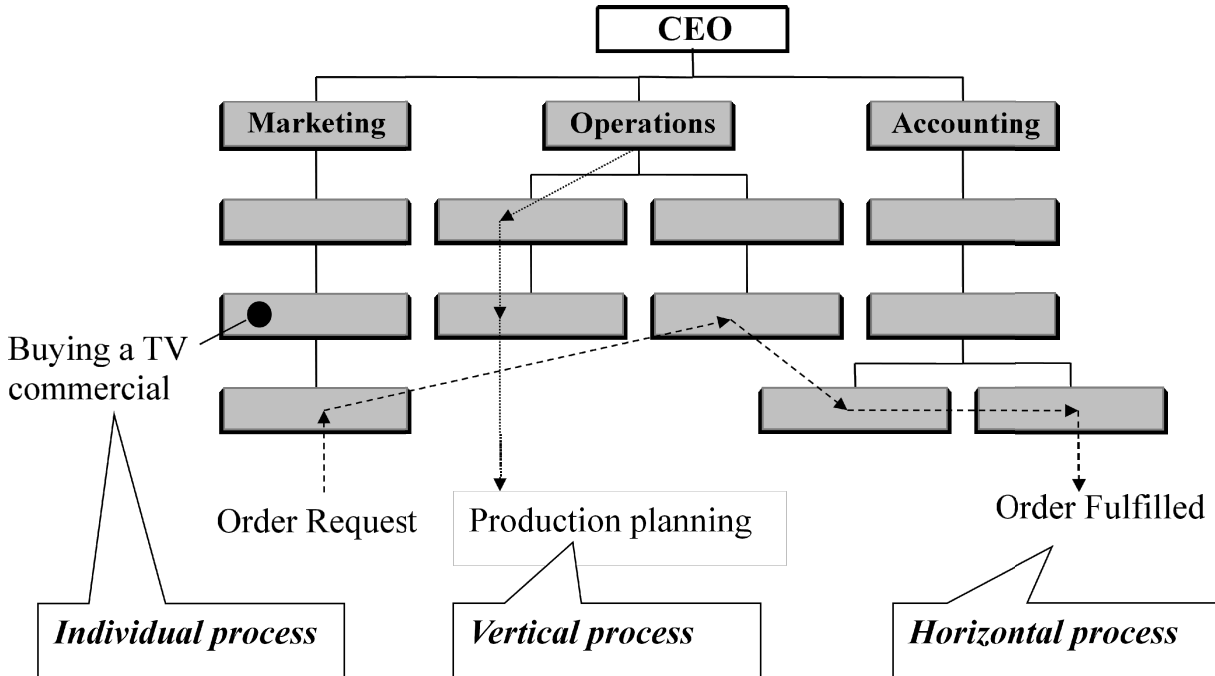
There are different process types

➤ **Process Types**

Individual process

Vertical or functional processes

Horizontal or cross functional processes



5 programs process improvement:

Which are the following:

- Six sigma
- Iso 9000 quality standard
- Theory of constraints(toc)
- Just-in-time
- Toyota production system

There are five process that improvement the program which are :

Core cross-functional processes often have highest improvement potential

- Core processes – essential for meeting market place demand through a specific strategy
- Especially high improvement potential if a significant amount of non-manufacturing/service related activities
- Reasons

- Inputs and output
- Information structure
- Flow units
- Resources
- The network of activities and buffers

b) Explain the difference among value added, non-value added and control activities with example

Answer:

Non-value :

Added activities which is the action taking that does not increase the worth of the delivered to the customer.

The process that might include a review or approval step that does not add value to the end product if this step can be redesigned the efficiency of the organization enhanced.

Value added :

Activities must satisfy the following criteria which as:

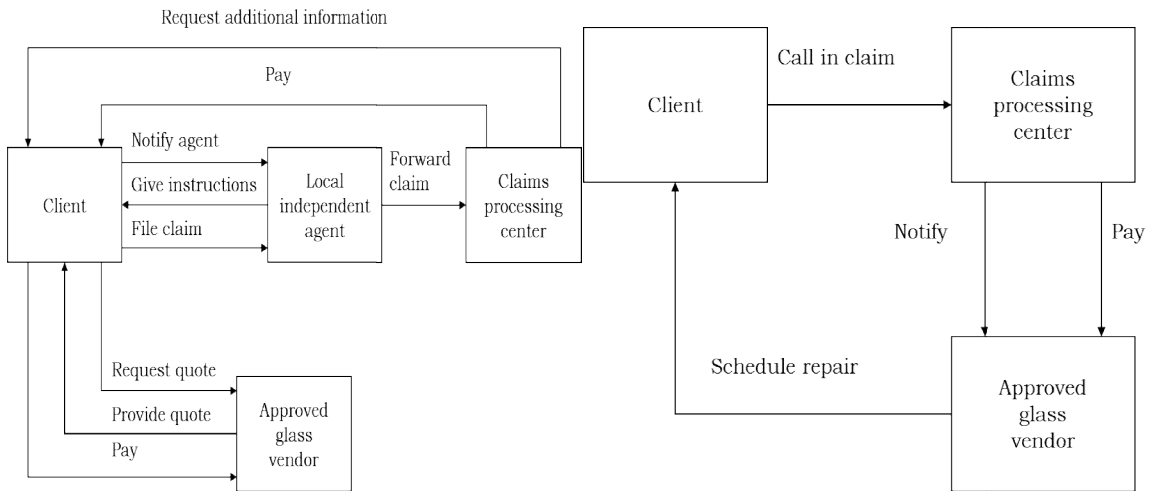
- Work that document or information transform the product.
- The goal achieve in first attempt.
- The customer well pay for the work welling.

For example:

To give two year of free support on a new computer would be a value-added activities that individuals can also add value to services they perform such as bring advanced skills into the workforce.

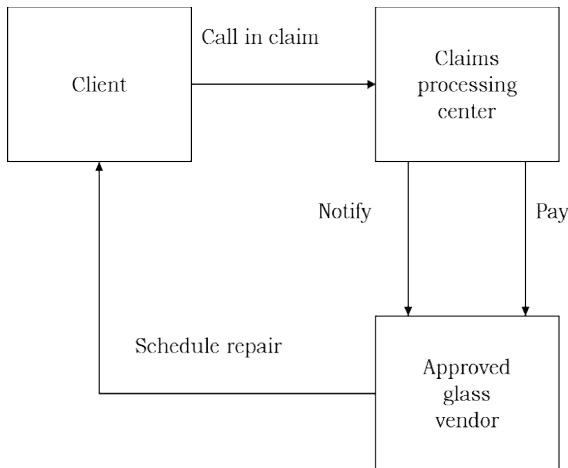
Question No: 02

Below is the example of Claim Handling in a Large Insurance Company, Figure 1 is for the existing design and Figure 2 is for new recommended design, identify the procedural and structural changes with the new recommended design.



Answer:

New design recommended by the team.



➤ **Structure change**

The claims which representative the data have the phone which connect the phone to the computer and the problem well be solve on the time and the claims tells the client to expect a phone call from the glass vendor to arrange the replacement.

A new hotline the client will speak to the claims directly at the regional process center.

The claims information is immediately available for accounting vai lan system and they can start processing the check and send it to the vendor.

➤ Procedural changes

The client now contacts the claims representative directly instead of going via a local agent.

The claims representative is given final authority to approve the claim.

Long term relationships with a limited number of glass vendors enables the insurance company to leverage its purchase power to pre-negotiate low prices.

< vendors are certified for quality, price, reliability etc

The benefit with the new redesign process

- Problems are handled immediately when the claim is filed
- Fewer people with lost or mishandled claims virtually disappear
- The client can have the glass replaced within 24h'r

< as opposed to 10 days

- Claims representative feels ownership of the process

< does a better job

Long term relationships with glass vendors

- More consistent and reliable service
- Saving of 20-30% on paid claims due to special discount
- Consolidated monthly payments => lower handling costs

Question No: 03

c) What and when it is needed to re-engineer Business Process re-engineer Business?

Answer :

- Reengineering -
 - “The fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in critical, contemporary measures of performance such as cost, quality, service and speed” (Hammer and Champy 1993)
 - **Business process reengineering** is the act of recreating a core **business** process with the goal of improving product output, quality, or reducing costs. Typically, it involves the analysis of **company** workflows, finding processes that are sub-par or inefficient, and figuring out ways to get rid of them or change them
 - **Business process reengineering** is the act of recreating a core business process with the goal of improving product output, quality, or reducing costs. Typically, it involves the

analysis of company workflows, finding processes that are sub-par or inefficient, and figuring out ways to get rid of them or change them

- A number of similar definitions by other authors also exist
- **Customers**
 - are becoming increasingly more demanding
- **Competition**
 - has intensified and is harder to predict
- **Change**
 - in technology
 - constant pressure to improve; design new products faster
 - flexibility and ability to change fast are requirements for survival

a) ***Explain CPS model with figure and why we use it***

Answer :

The cps model is use to sovling the problem of collaborative and proactive variety.which are of the unilateral and emergend variety.this is in constrast to many of the interventions that are commonly applied to kids,

The capital resources, performance and scalability (CPS) model is a set of case analysis frameworks recommended by the Global Alliance for Strategy in collaboration with European School of Management and Technology and is widely used for assessing the sustainability and competitive ability of an organization

