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## QNO1. Business process

A business process is a series of steps performed by a group of stakeholders to achieve a concrete goal. Each step in a business process denotes a task that is assigned to a participant. It is the fundamental building block for several related ideas such as business process management, process automation, etc.

### Types

The 7 steps of business process lifecycle.

#### (1) Define your goals

What is the purpose of the process? Why was it created?

How will you know if it is

Successfully

## TYPES OF BUSINESS PROCESSES

(1) Sales: Sales stand alone type of business process which can make a company. Serious is considered as a primary business process.

(2) Operation processes  
Supply chain management and operations on the primary skill are an essential part of the business and that is why are categorized under primary process.

(3) Production.

Production or manufacturing of the product is of paramount importance for any business to run.

#### 4 Accounting process

The finance department is a basic requirement of every organization. but Accounting process are essential for the finance department.

Five 5 process improvement programs.

(1) Cost Cutting

(2) Reducing Communication Issues.

(3) Process Visualization.

(4) Improving product quality

(5) Make production more efficient.

NO1(b). value added

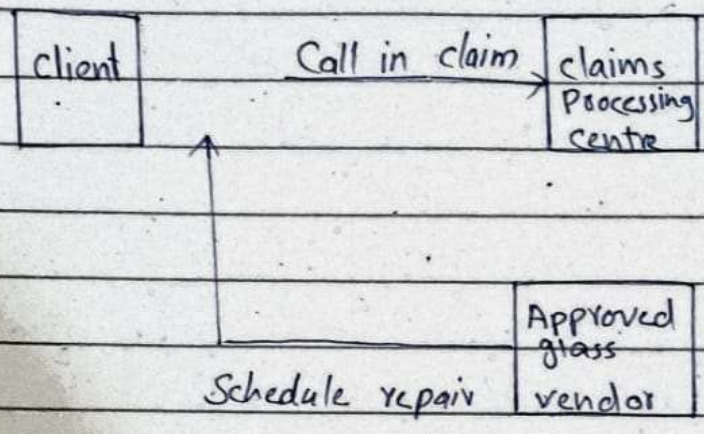
value added activities are ventures that are altered from their original form to offer the highest possible quality. for an activity to be considered truly value added it need to have these 3 key feature.

- ① Modification
- ② value for money
- ③ first time's the charm.

non-added.

one non-value-added activities is those that are left in their most basic form. they are often full of flaws and challenges and not worth the investment. Non-value-added activities could lead to decent product, but could cost too much in terms of time and/or money to prepare.

QNO 2.



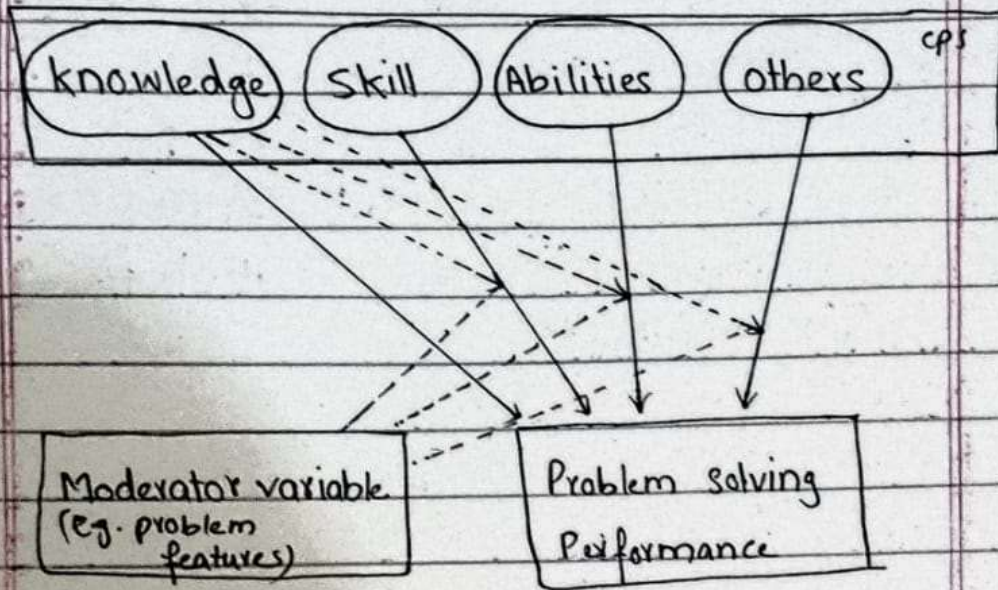
Procedure changes in new process

- \* The claim representative is given final authority to approve the claim.
- \* Long term relation
  - ⇒ client no longer have to collect the total estimate.
  - ⇒ vendor are ~~the~~ qualifications for price, quality, reliability.
- \* The Client now contact to representative directly instead of contact to a local agent.

## Structure changes in new process

- \* The claim representative collect data via mobile phone, and enter data to the system and clear the issues at time.
- \* ~~The~~ The information of client is directly available for calculation through LAW system and they can start processing the check and sent to the vendor.
- \* Benefit.
- \* The client can have the glass replaced within 24 hours AS compare to ten day.
- \* The client has less work to do only one call and no need of cost estimate.
- \* Small number of people are work in this process: low cost.
- \* Claim representative feel ownership of the process. The he work good.

### QNO3: CPS Model



#### CPS Model.

The KSAO model of cps  
 Competency: Solid lines represent direct causal influences, dotted lines represent moderating effects. Ellipses represent the different categories of cps Competency and. Solid rectangle represent manifest phenomena we expect different components within each category to be relevant for different problem solvers or in problem

Situation (because of various kind of moderator variable) with the exception of knowledge, the moderating influence of KSAD categories - and their higher order interactions - have been omitted for visual clarity.

### QNO3 Part B.

Business process Re-engineering  
The fundamental rethinking and radical redesign of business process to achieve dramatic improvements in critical contemporary modern measures of performance, such as Cost, quality and Speed.

Re-engineering provided in railway

- \* Passenger information.
- \* Railway Reservation and ticketing.
- \* Railway claims and refunds.
- \* Catering and vending service.



