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**SUBJECT: BUSINESS PROCESS
ENGINEERING**

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ANS 1: PART (a): BUSINESS PROCESS: A business process is a collection of linked tasks which find their end in the delivery of a service or product to a client. A business process has also been defined as a set of activities and tasks that, once completed, will accomplish an organizational goal. Management processes govern the operation of a particular organization's system of operation. Operational processes constitute the core business. Supporting processes such as human resources and accounting are put in place to support the core business processes. A Business Process describes how something is done in an organization.

Different types of transformations

Physical (Ex. raw material → finished product)

Locational (Ex. flying from Denver to L.A.)

Transactional (Ex. depositing money in a bank)

Informational (Ex. accounting data → financial statement)

THE PROCESS VIEW: Any organization entity or business can be characterized as a process or a network of processes

Based on the simple transformation model of a process

Has its origin in the areas of manufacturing and quality

A more comprehensive process definition: A business process is a network of connected activities and buffers with well defined boundaries and precedence relationships, which utilize resources to transform inputs into outputs with the purpose of satisfying customer requirements

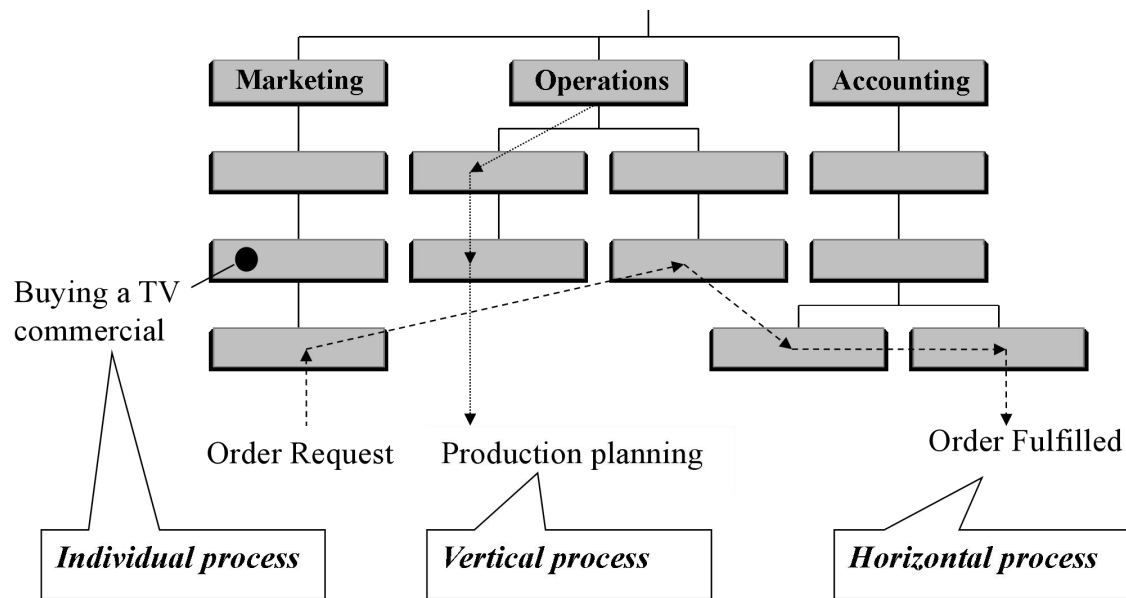
Process Types and Hierarchies: 1 . Individual processes

Carried out by a single individual . 2 .Vertical or Functional processes

Contained within one functional unit or department

3 .Horizontal or Cross Functional processes

Spans several functional units, departments or companies



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

Difficult to coordinate

Have not kept up with improvements in manufacturing

Difficult to detect waste and inefficiencies

Often as little as 5% of the time considered adding customer value

Customers more likely to abandon business because of “poor” service than “poor” products

IMPROVMENT PROCESS NAME: . Six Sigma.

Lean Thinking.

Total Quality Management (TQM)

Toyota Production System (TPS)

Benchmarking

PART (b): VALUE ADDED: Value is added or created in different ways. The addition of value can increase either the products price or value. The term value added describes the enhancement a company gives its product or service before offering it to customers. It can be considered as an extra special feature added by a company or producer to increase the value of a product or service.

EXMPL: EBOOKS

And if you want to go the whole hog, why not create a masterpiece your customers (not to mention yourself) can rely on for years to come? If you wish, you can collate all your blogs, relevant info and more besides into one resource – and make a tidy source of regular income in the process. Again, it's all about building your KNOW-LIKE-TRUST factor and reputation as an expert in your field, so you'll want to get it right. I'm not hinting again, but you know where I am!

So they they are, my ten examples of Value Added Content. Choose your weapon, and good luck! Or May the force be with you, if that's your kind of thing...

If you'd like me to stay on your radar with tips, anecdotes and advice, pop your email into the 'FOLLOW' box on my page <https://tonyglynncopywriting.wordpress.com>, and you won't miss out on my next post. But in the meantime... Happy Marketing!

NON VALUE ADDED: Non-Value Added Activities refer to process steps that fail to meet one or more of the following criteria Non-Value Adding Activities add to the cost of doing business. Typical Non-Value Adding activities include rework, inspection, movement and any of the 8 Wastes.

EXAMPLE: might include drilling, piercing or welding a part. Non-Value Added activities, or those that consume valuable resources but do not meet the CPR criteria, might include extra motion or transportation involved in walking from one area of production to another, or any rework caused by defective products.

CONTROL ACTIVITIES: Control activities are the policies, procedures, techniques, and mechanisms that help ensure that management's response to reduce risks identified during the risk assessment process is carried out. In other words, control activities are actions taken to minimize risk.

EXAMPLE: Examples of these activities include reconciliations, authorizations, approval processes, performance reviews, and verification processes. An integral part of the control activity component is segregation of duties. However, in very small governmental units, such segregation may not be practical.

ANS 2:

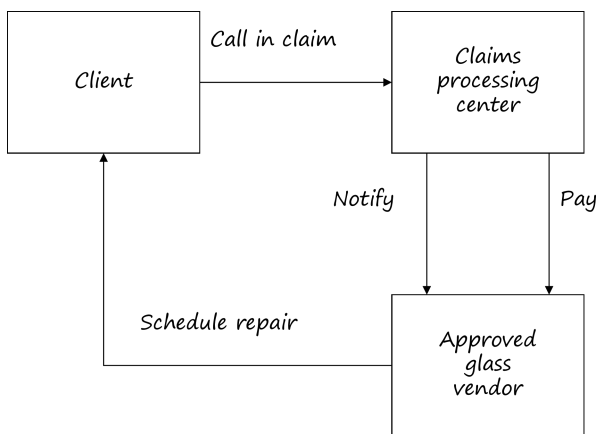


Figure 1

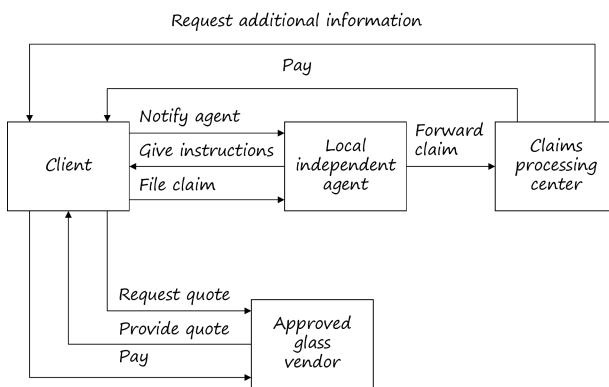


Figure 2

In figure 2 the slot of local independent agent has

decommended to be terminate in theflow of hierarhy the slot of local independent agent play a role of brigde between the agent and claims processing center in figure 1 in figure 2 by terminatting the slot of local independent agent

the following functions of him/her also become dysfunctional the functions were forwording claim to the claim processing center from agent and giving instructions to the agent come to half in figure 2 by structureal change in figure 2. In figure 2strucural as well as prodedural change client and claims processing center interact directly with eachother. nowclient files claim in claim processing center forward change in both processes.

in figure 1 claims processing center was notifying theclient but figure two accommended that the claims processing center will notify approved glass vendor.

in figure 1 client was about to pay to the approved glass vendor claims processing center will pay to approved glass vender.

anote request and provide anote between the client and approved glass vendor is replaced with scheduld repair in figure 2.

figure 1 is complex in heirarchyand in commond and control while figure 2 is reched to three main actors and their functions simplified as compare to figure 1.

PRODEDURAL CHANGE : procedural change in an organizationis chnage in tasks authority course of actions and in jobs of employers and employees.

STRULURAL CHNAGE: structural change are these chnages made to the organizations structure that might stem from internal or external factors and typically affect how the company run . process change are used to improve overall workflow efficiency and productivity within an organization.

ANS 3 : PART (a): CPS MODEL: Search Results

Featured snippet from the web

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.Its a process that helps you redefine the problems and opportunities you face, come up with new innovative responses and solutions, and then take action. The tools and techniques used make the process fun engaging and collaborative. CPS not only helps you create better solutions it creates a positive experience that helps speed the adoption of new ideas.

CPS PROCESS: if you search the Internet for “Creative Problem Solving,” you’ll find evidence of many variations, all of which may be traced back to the work that was started by Alex Osborn in the 1940s, developed with Sid Parnes in the 1950s, and nurtured at SUNY Buffalo State and the Creative Education Foundation.

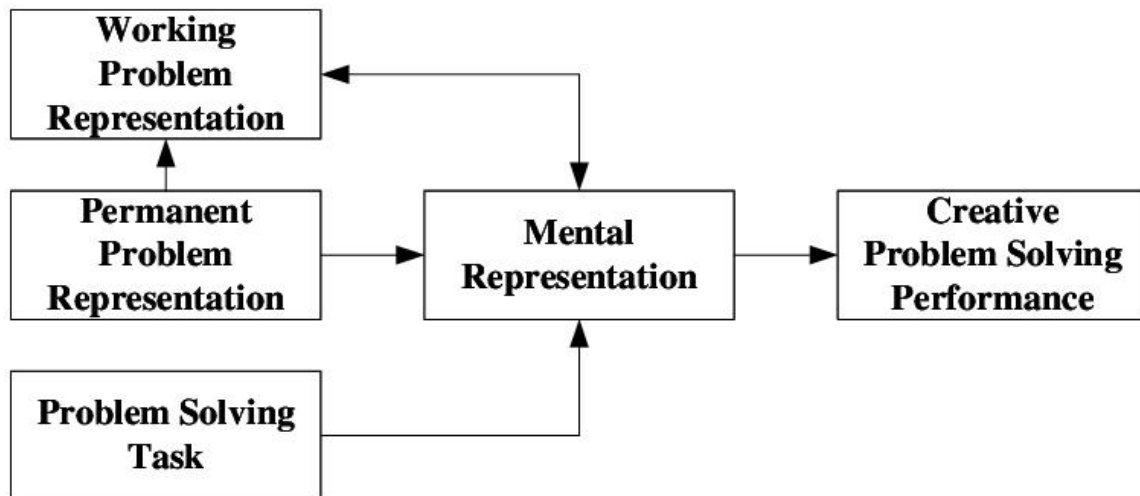
The diversity of approaches to the creative problem solving process that have developed since is a testimony to Alex Osborn, in his breakthrough book, Applied Imagination (1953), noted two distinct kinds of thinking that are essential to being creative:

Divergent Thinking: Generating lots of options

Convergent Thinking: Evaluating options, making decisions

Each of us engages in both kinds of thinking on a daily basis. The secret to creating new ideas, however, is to separate your divergent thinking from your convergent thinking.

This means generating lots and lots of options before you consider evaluating them.



we use Creative problem solving (CPS) to solving problems or identifying opportunities when conventional thinking has failed. It encourages you to find fresh perspectives and come up with innovative solutions, so that you can formulate a plan to overcome obstacles and reach your goals. we use cps for search the goals and plan .

PART(B): Business Process Reengineering involves the radical redesign of core business processes to achieve dramatic improvements in productivity, cycle times and quality. In Business Process Reengineering, companies start with a blank sheet of paper and rethink existing processes to deliver more value to the customer

