

Business Process Engineering

BS-SE (2013-2020)

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Question 1 (a):

Answer: A business process describes how something is to be done in an organization. Meanwhile a business process is a way for organizations to look into the current state of their business process and develop new methods to improve their productivity, quality, efficiency, and cost.

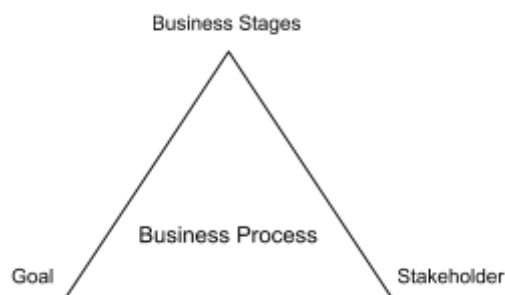
Different process types of business as follows:

- Individual Process
- Functional Process
- Cross-Functional processes

Individual Process: In an individual process, businesses are tackled by only one person or an individual that means the overall performance based on the one person who handles the all process stages of business.

Functional Process: In Functional or vertical Process, businesses are tackled by a group of people within one department under a fully functional unit of organization.

Cross-Functional processes: In Cross functional or horizontal process, it extents numerous functional units, departments or organizations/companies.



Five Process Improvements:

1. Mapping
 2. Analysis
 3. Redesign
 4. Implementation
 5. Reflection
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Question 1 (b):

Answer:

Value added: In value added the clients are willing to pay for such quality of work, Value added helps in converting the product from initial state to finish state at possible time and minimum costs. Executing accurate actions and activities and Performing all of them properly, with high proficiency as well as efficiently.

Example: If you visit McDonald's and order them for any flavor of burger. They just simply add some ingredients and flavours and after transforming it into a special one due to some techniques and serve you in a proper way that you definitely have to pay for it.

Non-Value-added: In the non value added these are the activities in which the values are not added to product or service, but these are inherent to the process. In this activity clients will not be willing to pay for such a product or service. Task and activity association and consolidation which reduces the:

- Requirement for control activities
- Business Process complications

Example: when the business worked more than the necessity to update an end product. Like adding more functionality and features which the clients don't demand for it or they don't need these features.

Control activities: these are basically the part of Business-value added activities in which not involving the clients and customers directly in business but to consider all of them in business development and essential to organizing and conducting production.

Example: Let suppose i am going to make software and try to test how the output will come. Is it worthy or not? So for making sure the users demand I will launch the beta version to get feedback from the user and know the market requirements.

Question 2:

Answer: Procedural changes involve some key factors that are as follows:

- The demonstrative of Claims given an ultimate authority to accept or approve the privilege.
- Extended associations with the few no's of glass vendors permits the insurance company to control its buying authority to low prices on the basis of negotiation.
 - Consumers no longer have to gather evaluations or estimations.
 - Merchants are specialized for value, charge, price and consistency, etc.
- The Customer now acquaintances the privileges demonstrative directly instead of going via a local negotiator or representative.
- It means that no other third party involved in it to took advantage anymore.
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Structural changes to the new process

Structural changes also involve some other key factors that are as follows

- An innovative round-the-clock guideline enables the customer to speak directly to a privileges demonstrative at the area processing center.
- The privileges representative folds information over the mobile, enters the data into the processor and resolves any matters on the spot. He tells the customer to suppose a phone call from a firm glass vendor to organize the alternatives as well.
- The privileges information is immediately available for accounting via a LAN system and they can start dealing out the checking and send it to the merchant.
- Problems are resolved as the claims filed on the spot.
- Extensible associations with glass vendors.
- More consistent and reliable service

These are the core features that already I discuss above in the procedural and structural changes of a new business process.

Question 3 (a):

Answer:

The Customer-Producer-Supplier (CPS) model:

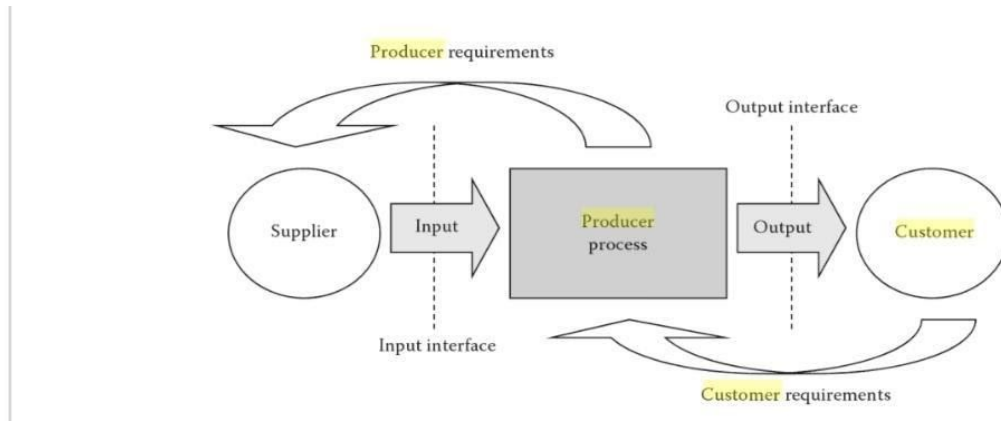
In the CPS model, we basically represent a relationship between the customer buyer and suppliers then take the process in to end user product or outcome. The brief description is as below

- Valuable method for resolving interface linked complications as well as different issues.
- By applying the Customer-Producer-Supplier model to all serious and important critical boundaries to follow a series view of the method as a chain of customers
 - Management and coordination accomplished by considerate the inner & outdoor clients for the end result.
 - Includes cooperation, negotiations and contract between all parts

Usage:

- Its really useful for the Process expert, possibility, boundaries to be determined.

In the following figure its easily gives us an idea of the whole CPS model in detail that how it works.



In CPS model, firstly suppliers give their efforts through some medium for the next process where different recruiting techniques to clarify the analysis to make the outcome more positive as client going to satisfied. Afterwards, the final product gives to the user to make assure that it's in accordance with the client's requirements. So, in the above process we easy get enough information about the CPS model to make sure about the clients required product by scanning through the frontline mechanism to enhance the product quality to satisfy the customer needs and validate it through their positive response respectively.

Question 3 (b):

Answer: Business process reengineering is focused on the analysis and design of workflows and business processes within an organization. Business process reengineering helps to rethink how to improve the product or services and costs. Helps in organization to radically restructure by focusing on the design flow of their business process. Business Process reengineering is required to improve efficiency and fix the problems.