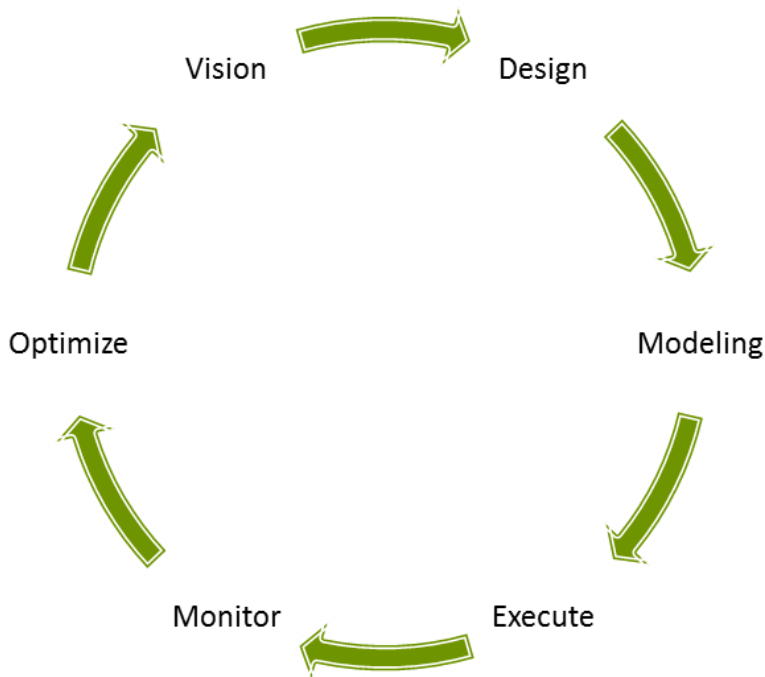


Business Process Management

Quick Reference Guide

The Business Process Life Cycle



Business Analysis Guidelines

The business analysis phase is vital within the business process framework. This phase involves identifying key business objectives and collecting as much data and information as possible.

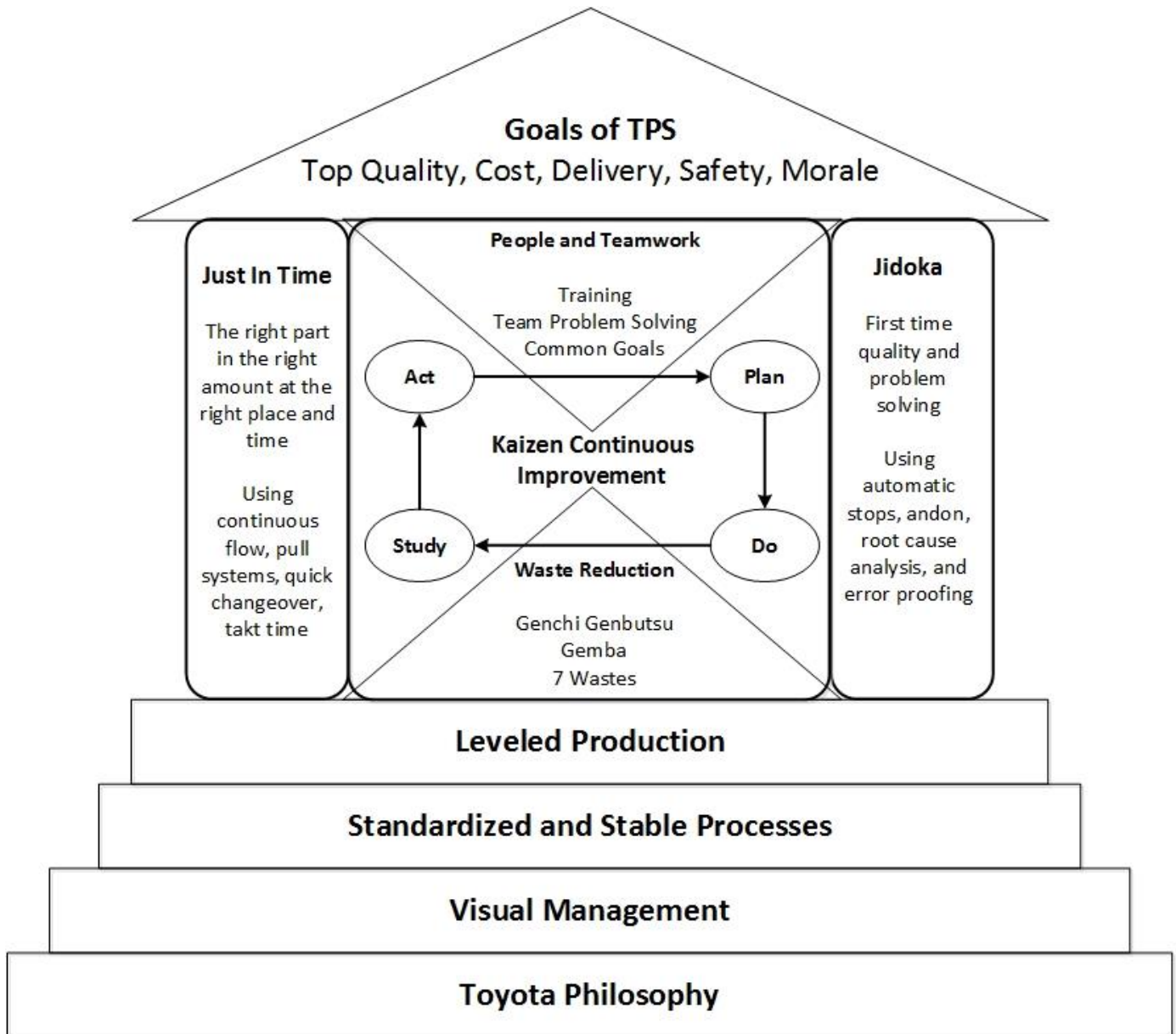
The following questions can be used to guide your thinking during a business analysis:

- What is the purpose of this process?
- What key business objectives does this process achieve?
- How can we monitor and measure this process to make sure it is achieving a key business objective?
- How will a change or creation of a process affect the employees and structure of our company?
- What sort of training and development will be needed to implement this process?
- What resources will be used in this process?
- What might be some potential obstacles with this process?
- Is this process in line with our strategic goals?
- More importantly, will this process better enable us to reach our organizational goals?

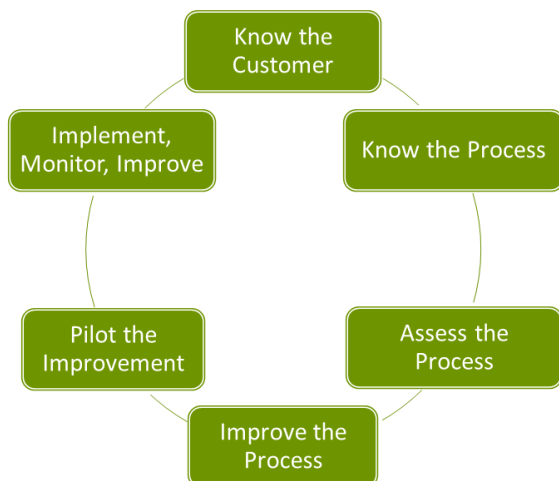
The Business Process Re-Engineering Model

-
- Identify Organizational Gap
 - Identify Existing Process
 - Create Processes to Fill Gap
 - Design a Plan for Implementation
 - Evaluate New Process

The Toyota Production System House



Six Steps of BPI



The Six Sigma DMAIC Method

