Business Process Mapping

BPM — huh?
Take your pick!
- Business Process Mapping
- Business Process Modelling
- Business Process Management

So, what is a business process?
‘a collection of interrelated activities, initiated in response to a triggering event which achieves a specific, discrete result for the customer and other stakeholders of the process.’ (Sharp & Mc Dermott, Workflow Modelling 2nd edition)

Or, if we break it down...
Business — An organisation or unit that is responsible for delivering a service or goods to its customers

Process — A series of activities that are conducted to meet a defined objective

Business Process = A structured series of activities performed by an organisation or unit that delivers results for its customers

So then, what is a business process map?
A quick and simple snapshot of a process to provide context and define responsibilities and dependencies between interrelated activities.

A Process Model?
Provides a detailed view of a process with additional data, critical paths, alternate flows.

A Process Management?
The overall management and improvement of processes throughout an organisation.

Business Process Modelling Notation (BPMN)
What is BPMN?
It is a global standard notation for defining business processes – it’s like English, but in diagrams!

The Approach — in a nutshell
- Establish context, scope and goals
- Understand the current ‘as-is’ process
- Design the new ‘to-be’ process

Basic Elements

<table>
<thead>
<tr>
<th>Pool</th>
<th>Used to contain multiple business entities or participants (represented in swim lanes)</th>
</tr>
</thead>
</table>

| Swim lanes | A business unit, participant or system |

<table>
<thead>
<tr>
<th>Start point</th>
<th>Every process needs a starting point/trigger</th>
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</table>
**Activity**

Something that is being performed in the process

**Gateway**

Demonstrates a decision point within the process

**Connector**

Joins the flow objects (activities or gateways) together

**End point**

To identify when a process ends, you may have multiple end points within one process map.

**Group**

Used to group multiple Activities/Gateways (often associated with an annotation)

**Annotations**

Use these to provide additional information to the reader

### Basic rules

- Include a process name
- Flows go from left to right
- Every process needs a start point and at least one end point; don’t end a process with an activity
- Try and keep the process simple and demonstrate one process per diagram
- A process is a living document and can change over time!

Jay Capco and Olivia Hilhorst

**Sub process**

Use this to identify a process within the process that you are demonstrating

**Looped Task**

Use this to identify when a task can be performed more than once

And for when you are getting really nifty...
Making a coffee for a customer

Enters cafe

Orders flat white

Customer

Process order

Coffee maker

Prepare coffee

Add sugar

Froth milk

Add milk to coffee cup

Present coffee cup on serving plate with teaspoon

Cafe Bean

Add coffee to cup

Sugar?

Yes

No

Stir coffee and sugar

Froth milk for approx 2 mins – ensure it doesn’t get too hot though!

Cafe worker

Deliver to customer

Drink!