

# International Journal of Innovative Research in Science, Engineering and Technology

(A High Impact Factor, Monthly, Peer Reviewed Journal)

Visit: [www.ijirset.com](http://www.ijirset.com)

Vol. 6, Issue 11, November 2017

## An Overview of Business Process Management

Dr. Tej Singh

Department of Management, Galgotias University, Yamuna Expressway Greater Noida, Uttar Pradesh, India<sup>1</sup>

[tej.singh@galgotiasuniversity.edu.in](mailto:tej.singh@galgotiasuniversity.edu.in)<sup>1</sup>

**ABSTRACT:** Management of business processes (BPM) has become the main approach taken by a number of companies for effective management of their company with IT. In recent years, the definition of BPM has been an area of interest among the enterprise community, as is evident in the degree of literature on it. The beginning point of the analysis was the premise that the absence of well-established systematic frameworks and concepts of process control plays a role in handling organizations' operations strategically. This thesis was aimed at exploring the foundations of the management of the company process.

**KEYWORDS:** Business process management, Strategy, Profit, Process management, Growth, Development.

### I. INTRODUCTION

The business sector is deeply interested in process management, which influences both operational and corporate practices to different degrees. In several of the significant thematic interventions in the post-restructuring period, the idea of 'process' has repeatedly arisen. The definition of 'processes' is all used, for example, by customer relationship management (CRM), company resource planning (ERP), six Sigma, and most recently business process management (BPM)[1].

In addition to crossing these 'process' initiatives, the core elements for the mechanisms for performance management can also be seen in other fields (e.g. EFQM). While process-led management is comprehensive, in particular Business Process Management (BPM), the semanticists assigned to this management theme often include a considerable variety. In the relative lack of conceptual analysis and of robust scientific study, uncertainty around BPM can emerge[2]. For example, in discussing BPM, we note that "there are few major efforts to develop theoretical positions on potential approaches to BPM, possibly because BPM development was driven by practitioners instead of academics." However, this would not prohibit BPM from evolving technically. The task for academics in the field of operations management (OM) is to develop productive theory. In addition, OM must broaden its horizons and take up a greater context for its study in the area of Service Operations[3].

### II. LITERATURE REVIEW

#### 1. Business Process:

Company method can be defined as 'an operation set that takes one or more types of input and produces a consumer value result' or "a particular time and location order of operations with a start and end of simple inputs and outputs'. The method includes a collection of attributes for completing a goal and the theory flow of steps[4]. In general, the process helps to control an organization's activities such that useful outcomes are achieved. Company processes can be categorized into (a) operating processes, operations affecting the value chain of a company and (b) management processes consisting of the collection, analysis, coordination and distribution of information that controls the activity of the system. An organizational and management mechanism structured and managed flow serves as a central aspect of an organization's productive functioning. Improving the efficiency of the organization directly relates to improving the

# International Journal of Innovative Research in Science, Engineering and Technology

(A High Impact Factor, Monthly, Peer Reviewed Journal)

Visit: [www.ijirset.com](http://www.ijirset.com)

Vol. 6, Issue 11, November 2017

core business processes. A process view may define additional factors more clearly at the process level which influence the conversion of IT assets into performance or failure. For example, if a company decides to boost the quality of its investment and uses IT to do so, then it understands the business importance of IT if it actually has contributed to improved organization's effectiveness. There is therefore the right way of stating the value-added IT mechanisms and recognizing the interaction between IT and the enterprise that examining the organization's business activity would yield greater outcomes to evaluate the effect of IT[5].

Rapid updates and creativity in IT have taken the companies face up to a challenging world. Over the last decade, the effect of IT on companies has moved significantly from position support to the implementation of innovative methods to achieve market objectives. Organizations aim to be more flexible in IT technologies so that quality services can be provided to their clients[6]. Almost 46% of all the investment in resources in the US economy has been rendered to boost corporate productivity through information technology. If we see it, companies are trying to boost the market value of using IT, as IT begins to enter and affect the organizations' organizational and management process, while at the same time increasing the business value of IT. This prospect is improved by the restructuring of organization systems that also contribute to improved corporate systems, leading to improved performance and productivity for enterprises. Therefore, companies redefine market meaning constantly through IT and demonstrate explicitly that IT serves as the tool/catalyst for business process reengineering (BPR) and creativity in business processes[7].

## 2. Business Process management:

The root of the BPM dates from the 1990s, when BPM became after the workflow wave the next big trend. It tests a number of principles, including process management (WFM), case management (CH), incorporation of the company application (EAI), business resource planning (ERP), customer relation management (CRM) etc. The descriptions of BPM in the different current literature offer a wider viewpoint on the management of business operations, using automation and technology as resources. Any of the literature available has built on technical evaluation and the potential to improve current systems. The definition is otherwise described as a synergetic effect generated by integrating technology and human aspects to redefine current methods[8].

BPM should also be presented in significant measure as a method and methodology supplier to handle business operations effectively[9]. BPM may play an important role in the organization's growth, notably because BPM offers not only a perspective of business processes, but also the ability to communicate, track, evaluate and refine the business processes due to the sophisticated creation. When corporate processes grow more dynamic, organizations become more transparent and dispersed. It is also an obligation for companies to rely on BPM to better solve the complexities and embrace new environments[10].

## 3. Process Strategy:

The process strategy discusses the connections between the articulation of a strategic goal and intended actions for the use of a process infrastructure and its continuing management. They incorporate the idea of a 'integrator' that ties strategic planning to deployment of the mission stage. A number of scholars have defined the articulation of a conceptual goal to focus on procedures. Although the consensus remains that BPM needs a policy articulation, some controversies over the strategic efficiency that BPM deploys will accomplish. The suitability of BPM for competitive distinction, but questions BPM's suitability for cost control. In addition to improved distribution dependability, speed of new product launch, increased versatility and consistent product consistency, the result indicates substantial possibilities for achieving cost-reduction strategies.

This articulation of corporate strategy and the recognition of future aspects of increased competition depend on implemented strategic approaches. In strategic management it implies the categorization of: prescriptive versus emergent, hard targets versus expectations of stakeholders and strategic versus strategic material, taking into account strategic approaches taken from BPM firms. The results of their work show that a mixture of 'requisite' and 'stakeholder

# International Journal of Innovative Research in Science, Engineering and Technology

(A High Impact Factor, Monthly, Peer Reviewed Journal)

Visit: [www.ijirset.com](http://www.ijirset.com)

Vol. 6, Issue 11, November 2017

expectations' is dominant through the use of the EFQM model to achieve organizational productivity. This is associated with analyses of the foreign supply chain and the recognition of the core business processes for operating in the market defined.

The future strategic use of knowing and capitalizing on the different capacities that are achieved by specific resource combinations is nevertheless being given growing importance. The articulation of process ability that involves an appreciation of resource capacity is a core element of BPM. When organizations mature, competitive differentiation will more effectively be built on a capability-centered strategy. The paradigmatic neatness found by the researcher has not been realized; however, whereas the power based strategy formulation has gained considerable attention. However, a business-process technical capacity that synthesizes process capacity and market-driven approach may be envisaged. The skills of the business processes are relevant strategically and can be perceived as strategic assets themselves.

While it is possible to analyse the relative advantages of strategic approaches using the wider strategic management literature, the main issue here is successful execution of a plan with a process-centered architecture. Examples of businesses relating their long-term plans to annual preparations for core market operations. BPM itself is a deployment – a plan in motion. It is possible to suggest Process management is more than a means of optimizing individual procedures – it is a way of operating and maintaining a business. For starters, Xerox has been motivated by the need to strengthen the execution of BPM's strategy. The secret to 'linked approach to day-to-day activity' is, as these scholars emphasize, imminent debates about the execution of policies. We assume that this deployment can be accomplished by means of a coherent judgment pattern in any of the other four themes listed below. Good coordination is key to progress in these decisions. The failure to develop and articulate an organization's vision of the process may generate cynics within its participants which is difficult to resolve by the time the plan is required to be enforced. The implementation of the BPM strategy is thus based on the consistent decision-making and cohesive decision-making in each of the following areas: the process architecture, process ownership and organizational design, process measurements and associated procurement structures, as well as the ongoing improvement of processes.

### III. CONCLUSION

The major conclusion drawn from the above review is that the BPM Models in their current form fail to enable the full implementation of BPM in practice. The incorporation of the Process Lifecycle approach in all future BPM Models could be a first step in order to move beyond the identified weaknesses. Thus, being more practical and clear, the future BPM Models will further allow the systematic and reliable exploration of a series of important issues, concerning BPM (e.g. BPM contribution to business results, BPM enablers etc.)

### REFERENCES

- [1] H. Leopold, "Business Process Management," in *Lecture Notes in Business Information Processing*, 2013.
- [2] W. M. P. Van Der Aalst, A. H. M. Ter Hofstede, and M. Weske, "Business process management: A survey," *Lecture Notes in Computer Science (including subseries Lecture Notes in Artificial Intelligence and Lecture Notes in Bioinformatics)*. 2003, doi: 10.1007/3-540-44895-0\_1.
- [3] W. M. P. van der Aalst, "Business Process Management: A Comprehensive Survey," *ISRN Softw. Eng.*, 2013, doi: 10.1155/2013/507984.
- [4] *Handbook on Business Process Management 1*. 2010.
- [5] F. Rahimi, C. Møller, and L. Hvam, "Business process management and IT management: The missing integration," *Int. J. Inf. Manage.*, 2016, doi: 10.1016/j.ijinfomgt.2015.10.004.
- [6] M. Hammer, "What is business process management?," in *Handbook on Business Process Management 1: Introduction, Methods, and Information Systems*, 2015.
- [7] *Handbook on Business Process Management 2*. 2010.
- [8] M. Weske, W. M. P. Van Der Aalst, and H. M. W. Verbeek, "Advances in business process management," in *Data and Knowledge Engineering*, 2004, doi: 10.1016/j.datak.2004.01.001.

## International Journal of Innovative Research in Science, Engineering and Technology

(A High Impact Factor, Monthly, Peer Reviewed Journal)

Visit: [www.ijirset.com](http://www.ijirset.com)

Vol. 6, Issue 11, November 2017

- [9] F. Fui-Hoon Nah, J. Lee-Shang Lau, and J. Kuang, "Critical factors for successful implementation of enterprise systems," *Business Process Management Journal*. 2001, doi: 10.1108/14637150110392782.
- [10] J. Vom Brocke, S. Zelt, and T. Schmiedel, "On the role of context in business process management," *Int. J. Inf. Manage.*, 2016, doi: 10.1016/j.ijinfomgt.2015.10.002.
- [11] R S Venkatesh, PK Reejeesh, S Balamurugan, S Charanyaa, "Investigations on Evolution of Approaches Developed for Data Privacy", *International Journal of Innovative Research in Computer and Communication Engineering*, Vol. 3, Issue 1, January 2015
- [12] R.Santhya, S.Latha, Prof.S.Balamurugan, S.Charanyaa "Investigations on Methods Developed for Effective Discovery of Functional Dependencies," *International Journal of Innovative Research in Computer and Communication Engineering*, Vol.3, Issue 2, February 2015,
- [13] T.Kowshiga, T.Saranya, T.Jayasudha, Prof.M.Sowmiya and Prof.S.Balamurugan "Developing a Blueprint for Preserving Privacy of Electronic Health Records using Categorical Attributes," *International Journal of Innovative Research in Computer and Communication Engineering*, Vol.3, Issue 2, February 2015.
- [14] Kamlesh Kumar Rana, Vishnu Sharma, Vishal Jain, Sanjoy Das, Gagan Tiwari and Vikram Bali, "Directional Location Verification and Routing in Vehicular Ad-Hoc Network", *IoT and Cloud Computing Advancements in Vehicular Ad-Hoc Networks*, IGI-Global, March, 2020, ISBN13: 9781799825708, DOI: 10.4018/978-1-7998-2570-8.ch001.
- [15] Ashutosh Gupta, Bhoopesh Bhati and Vishal Jain, "Artificial Intrusion Detection Techniques: A Survey", *International Journal of Computer Network and Information Security (IJCNIS)*, Hongkong, Vol. 6, No. 9, September 2014, having ISSN No. 2074-9104.
- [16] Khaleel Ahmad, Muneera Fathima, Vishal Jain, Afrah Fathima, "FUZZY-Prophet: A Novel Routing Protocol for Opportunistic Network", *International Journal of Information Technology (BJIT)*, Vol. 9 No. 2, Issue 18, June, 2017, page no. 121-127 having ISSN No. 2511-2104.