



OPPORTUNITIES TO ANALYZE A BUSINESS PROCESS

By Laura Brandenburg, CBAP

CHOOSING A BUSINESS PROCESS

A business process is:

*A set of steps or activities performed
in a repeatable fashion
to achieve a desired outcome.*

A process is performed again and again – on an annual, monthly, weekly, daily, or even multiple times a day based on incoming events, like support requests. There may be variations in how the steps flow, but overall the process starts and ends the same way each and every time.

A process is NOT a project. A project is a one-time endeavor to make a change in the organization. You may implement a project to *improve* a process and you may have processes that you follow on your projects, but the project itself is NOT a process.

For the purposes of this workshop, **choose a process that you understand fairly well.** If you want to analyze a new process, be sure to do some discovery about the process before the workshop.

IN YOUR CURRENT ROLE

- ✓ Document a business process that you participate in today. Examples include:
 - Requesting vacation time;
 - Processing an order, invoice, issue, request, etc.;
 - Scheduling a meeting;
 - Updating a website, manual, or some type of documentation.





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- ✓ Document a business process your customers participate in. (If you are in IT, your customer could be a business user.)
- ✓ Document a business process that spans multiple departments. Great candidates include areas that lack clarity, where your organization is targeting improvement or automation, or where something always seems to fall through the cracks. Examples include:
 - How a customer issue gets identified, resolved, and/or communicated.
 - How an order gets sold, fulfilled, and/or paid for.
 - How new software gets built, tested, and/or deployed.

IN A VOLUNTEER CAPACITY

- ✓ Offer to document a business process for a non-profit organization. Great candidates include areas where the organization is looking to improve results, where training is needed for new employees or participants, or where a lack of process currently causes issues for the organization. Examples include:
 - Recruiting and signing on new members.
 - Marketing the organization through social media.
 - Managing volunteers.
 - Delivering a service to members.
 - Delivering a service to aid recipients.
 - Finding and/or choosing aid recipients.
 - Scheduling and/or putting together an event.



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- ✓ Document a process that you participate in as a volunteer. Examples include:
 - How people become members of your organization.
 - How the newsletter is prepared and sent out.
 - How sponsors are secured and supported.
 - How meetings are scheduled, marketed, and/or facilitated.
 - How volunteers are recruited, selected, and/or assigned roles.

AT HOME

- ✓ Document an important household process. Examples include:
 - Shopping for groceries.
 - Organizing the living room.
 - Preparing, serving, and consuming dinner.
- ✓ Change one of your household processes or systems. Document the as is and to be processes related to the change. For example, you could change a process for one of the following goals:
 - Reduce our household's impact on the environment.
 - Reduce clutter in the family room.
 - Get to appointments on time.
 - Eat more nutritiously.

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