

# Business Process Management

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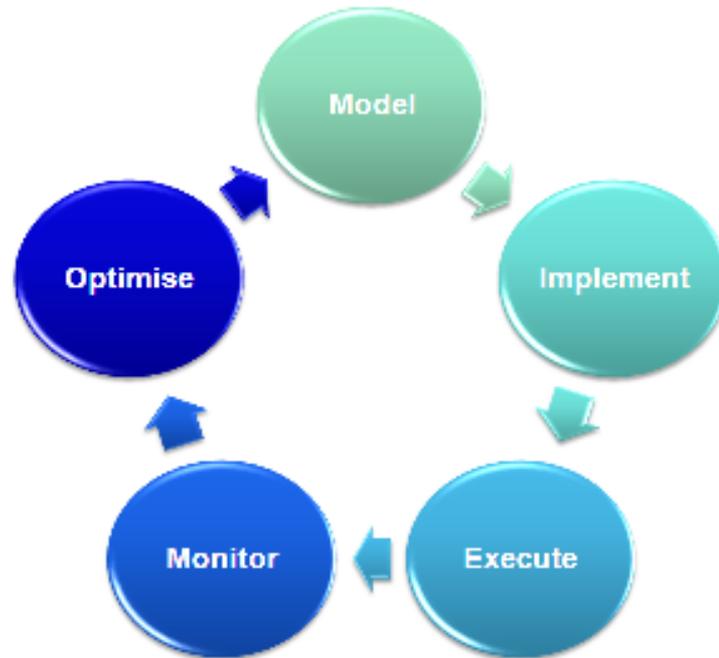
# An Introduction to BPM

- [http://www.youtube.com/watch?v=\\_YXqnEXnnBk](http://www.youtube.com/watch?v=_YXqnEXnnBk)
- Form couples, watch the video and discuss the content (10 minutes)
- My question for the couples will be: “What is BPM?”

# Business Process Management

- **holistic** management approach focused on **aligning** all aspects of an organization with the wants and needs of **clients**. It promotes business effectiveness and efficiency while striving for innovation, flexibility, and **integration with technology**. BPM attempts to improve processes **continuously**. It can therefore be described as a "process optimization process."

# BPM lifecycle



# What are the benefits?

- <http://www.youtube.com/watch?v=TwcLIHgK5k&feature=related>
- [10 benefits](#)

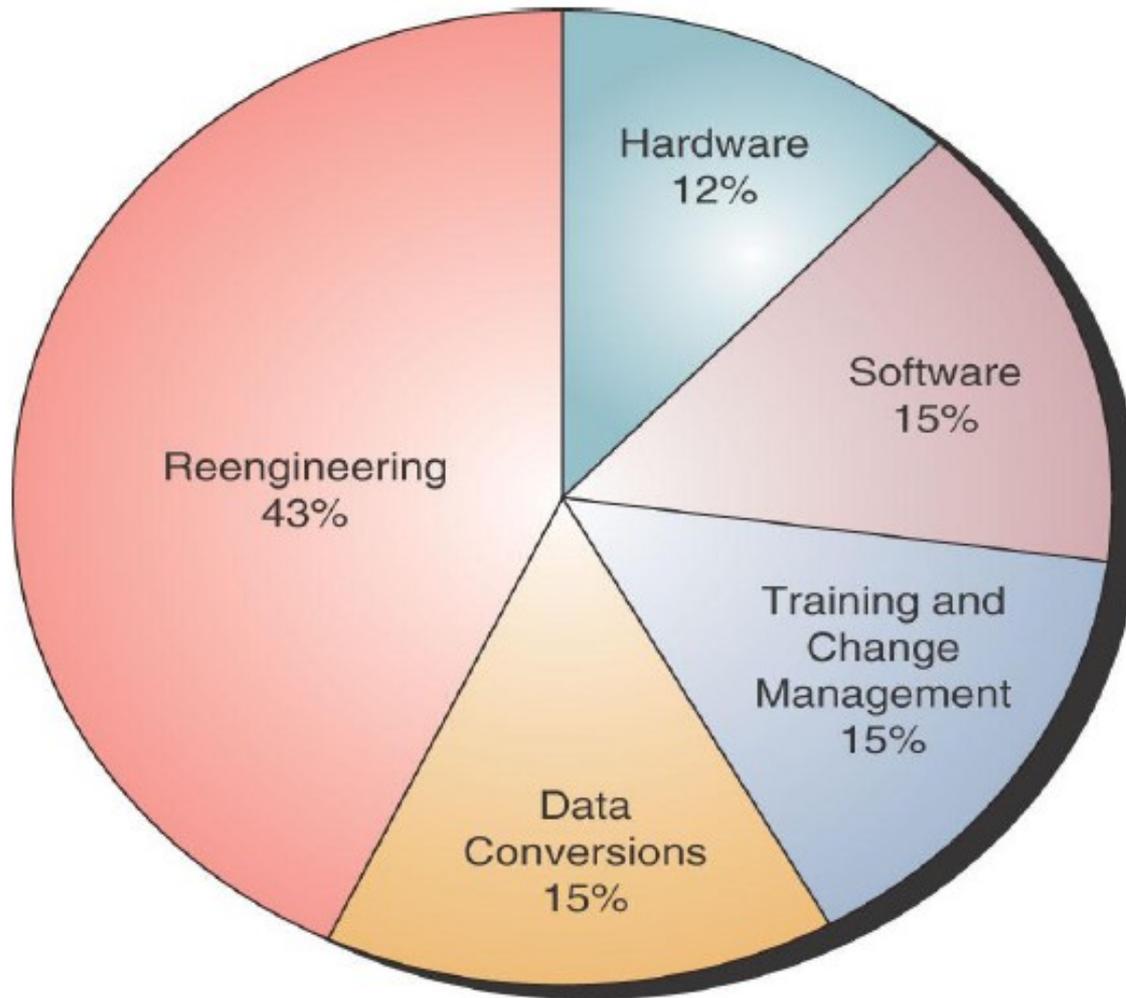
# How does it look like?

- BPMS vs. ERP
- Intalio, Oracle, IBM...
- BPMS = covers the BPM lifecycle

# How about ERP?

- Is BPMS more flexible? - WHY?
- Or we can look at this problem from another POV?

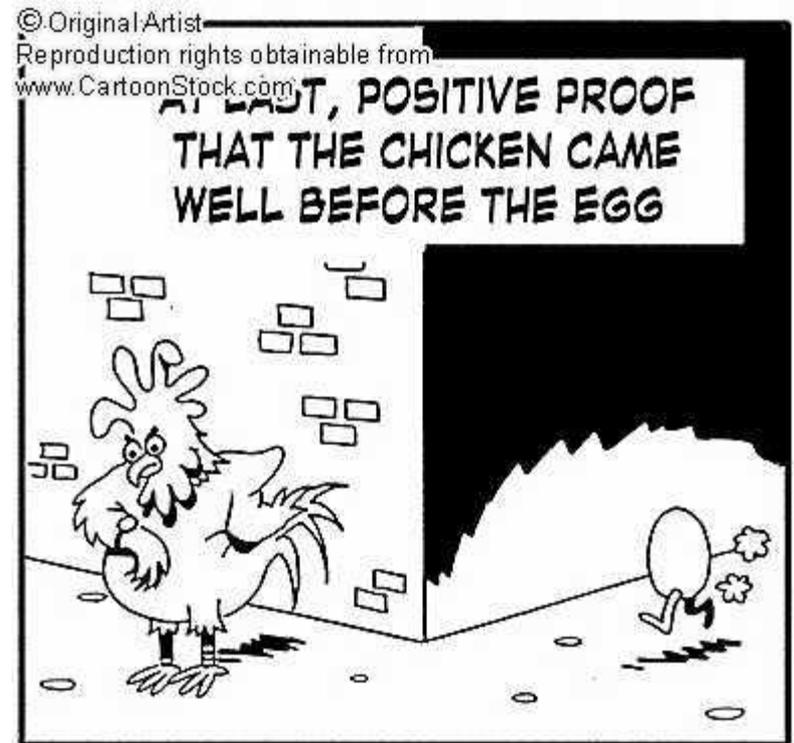
# Implementation Issues (Costs)



Source: presentation of professor Vesna Bosilj Vuksic, Summer School Ljubljana 2011

# Chicken or the egg?

- Is reengineering only the tool or is it the purpose?
- Opinions on purpose
  - To implement ERP
  - To change processes



Example in the second  
session