BUSINESS PROCESS MANAGEMENT IN THE PUBLIC SECTOR

The public sector faces a variety of challenges, including the need to improve organizational performance, minimize risks, implement organizational politics and reduce internal processes complexity.

Business process management principles assist public sector organizations to deal with operational challenges of delivering better public services with increased efficiency.

WHAT IS A BUSINESS PROCESS?

Business process is clearly defined sequence of activities involving people, equipment, software applications, information and resources aimed at creating a product or service, i.e. to create value.

The implementation of BPM principles leads to higher productivity, better visibility, quicker changes, lower costs and less errors and delays when performing activities.

BUSINESS PROCESS MODELING APPROACH:

Business process model development sequence:
1. Review of the existing business process model, strategy documents, organizational guidelines, etc;
2. Conduct an initial workshops with employees in the organization;
3. Create business process graphical descriptions through gathered information using BPM software;
4. Remove possible mistakes in the created flowcharts in collaboration with employees and managers;
5. Business process analysis though measurement with KPI’s aligned with the organizational strategy.

THROUGH BUSINESS PROCESS MODELS CAN BE REALIZED THE FOLLOWING BENEFITS:

- Facilitate documenting, analyzing, communicating and improving process performance;
- The development of business process model helps to identify the issues and their root causes;
- Activity standardization and harmonization. Facilitate the alignment of activities with organizational strategy, and the implementation of quality management systems (ISO 9001);
- Improve coordination between organizational units;
- Ensure compliance with standards and regulations;
- Provide visibility into the real-time status of an entire end to end processes;
- Improve control over business processes execution;
- Facilitate activity analysis in organizations. Applying advanced tools such as BPM software platforms allows being performed simulation on real work in the organizations;
- Initiate process improvement and/or reengineering and preparation for implementation of an unified information system. Models can be used as a base for managers’ business process improvement and automating proposal solutions.

BUSINESS PROCESS IMPROVEMENT

The development of a business process model is essential to maximize the efficiency and effectiveness of business processes within the scope of the project. This phase is the most innovative in the BPM cycle and might involve not only the workgroup from the organization, but also key internal and external stakeholders. Once identified and modeled various new process alternatives can be conduct simulations, capacity, resource and cost planning, feasibility studies, etc to answer the question “What is the desired future status of the business processes?”.