

BUSINESS PROCESS IMPROVEMENT

• • • *Improving Organizations' Business Processes for Better Performance* • • •



WHAT IS BUSINESS PROCESS IMPROVEMENT (BPI)?

A redesign of business processes to improve an organizations' ability to meet performance measures such as lowered overall costs, increased quality, reduced process times, and increased customer service and satisfaction.

IS THERE A STANDARD BPI PROCESS?

Yes. There is a newly revamped process methodology, with even more benefits.

Step 1: Planning—develop a project plan for the effort

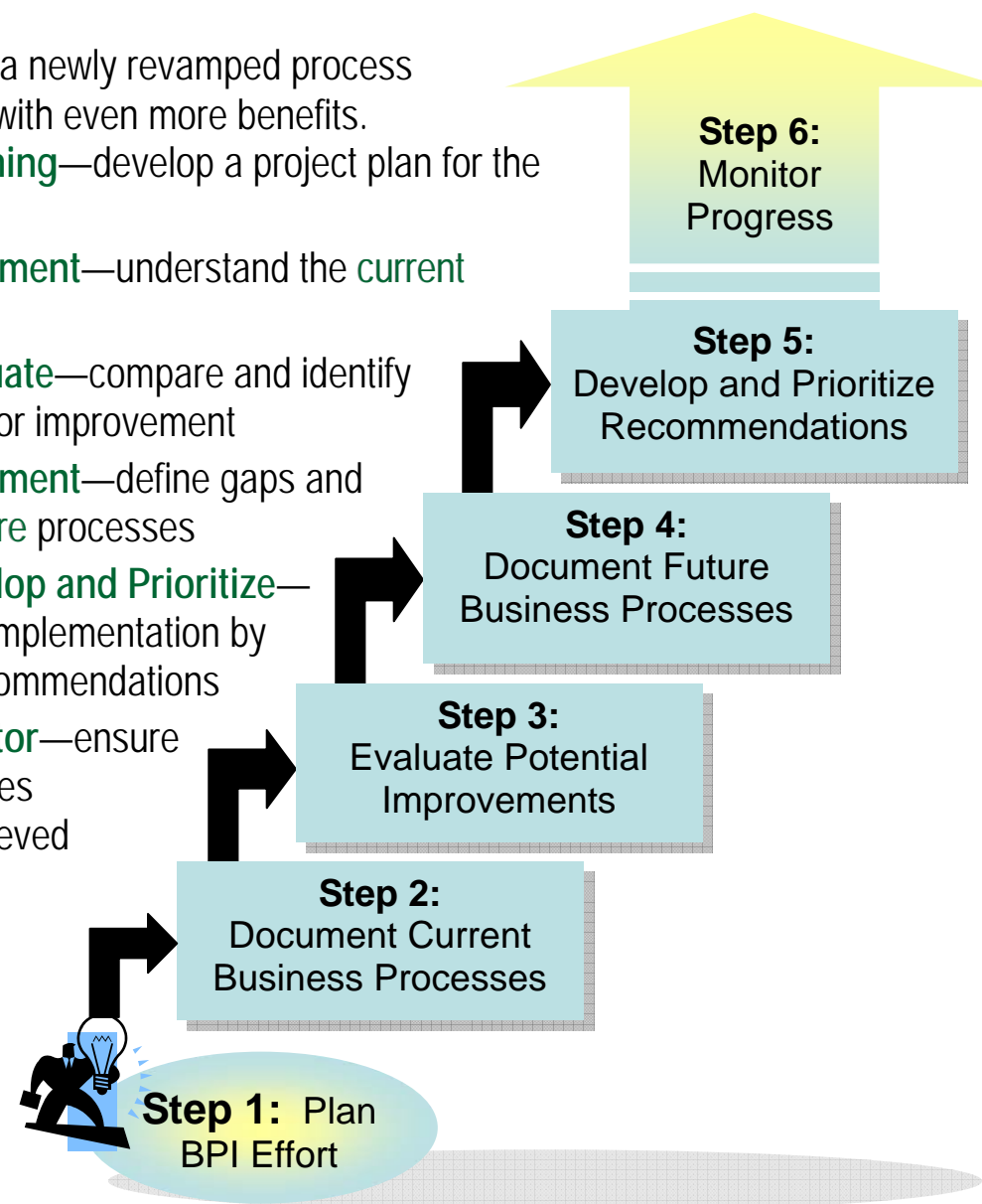
Step 2: Document—understand the current processes

Step 3: Evaluate—compare and identify opportunities for improvement

Step 4: Document—define gaps and document future processes

Step 5: Develop and Prioritize—move toward implementation by prioritizing recommendations

Step 6: Monitor—ensure target processes are being achieved



VISION OF BPI

To be the premier center for BPI in the Bureau. Business managers can utilize our support for any and every situation that requires improving business processes.

WHY BPI?

- ❖ Reduces duplicate activities and eliminates redundancies;
- ❖ Increases work flow continuity;
- ❖ Optimizes process ownership and responsibility;
- ❖ Helps understanding of business requirements and expectations;
- ❖ Improves communication and reporting.

HOW BPI RELATES TO TECHNOLOGY

BPI should challenge the assumptions inherent in the existing work processes.

- ❖ *Processes* must be reviewed before determining *technology* requirements; this is done to understand the business rules behind the work.
- ❖ *Technology* should be a tool to enhance the work, not challenge the requirements of the work.

HOW MODELING BENEFITS YOU

The Bureau Enterprise Architecture (BEA) Business Process Team utilized IDEF modeling for modeling current and future processes. IDEF is an abbreviation for "Integration Definition"—a family of methods for modeling an enterprise (your business) and its business areas. In particular, the team uses activity-based modeling methods. Benefits for this type of modeling are:

- ❖ Standardized methodology;
- ❖ A common language amongst other business processes;
- ❖ Ties easily to other architecture areas.

INITIATING A BPI EFFORT

Start by contacting the BLM Chief Architect. This will lead to initial conversations and questions with the Bureau Enterprise Architecture to develop an understand of BPI. They will then gain knowledge of the project and what the process/issues are or what general objectives or improvements are being pursued. Opportunities will then be presented to the customer requesting support and a draft Service Level Agreement (SLA) will be produced. This may then lead to the initiation of a BPI effort.



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Read more:
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BPI Brochure

Revision History

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WIP	9/27/2007	C.Ervin/K.Campbell/ W.Stedman		bpr_brochure.pub
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