Business Process Analysis and Business Process Modeling: A Case Study
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Abstract

Business process analysis is critical to an organization’s efforts to improve its internal functions. In order to engage in meaningful and effective organizational change, in-depth understanding of organizational practices is essential (Biazzo, 2002). There are many tools and methodologies employed to undertake business process analysis by the organization. Business process modeling (BPM) is a diverse field with many potential options that may be beneficial depending on the goals of the organization and the nature of the processes being mapped (Vergidis, 2008). This presentation can be characterized as a case study of Texas A&M University-Commerce Department of Institutional Effectiveness and Research’s (IER) efforts to utilize business process mapping techniques to document how specific critical institutional processes are functioning and identify areas of improvement or automation. The IER department employed a basic process modeling technique, flow charts using Microsoft Visio, to map out several processes such as tenure faculty reviews, state reporting procedures, and new faculty hiring. The use of flow charts was selected as the method of modeling due to its excellence in providing an overview of processes’ general operations, its inexpensive nature, and its simplicity to create, and educate viewers (Jones, 1986; Giaglis, 2001). The use of flow charts and identifying opportunities for automation will allow institutions to more effectively allocate their resources to better serve students during a time when budget cuts are a more frequent occurrence.

References:


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