

# Business Process Management (BPM)

Omid Akhavan

October 2016



همایش

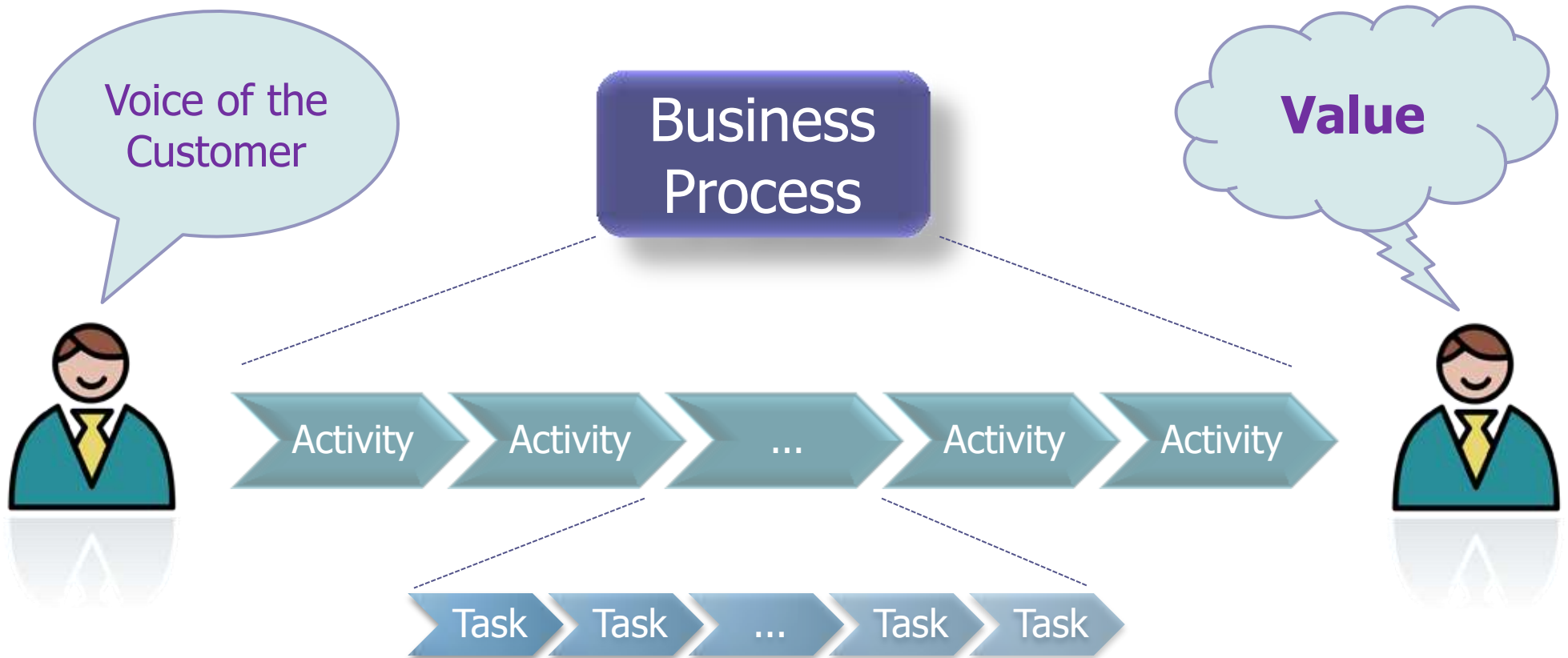
بیان ملی مدیران فنی و نگهداری و تعمیرات

# Agenda

---

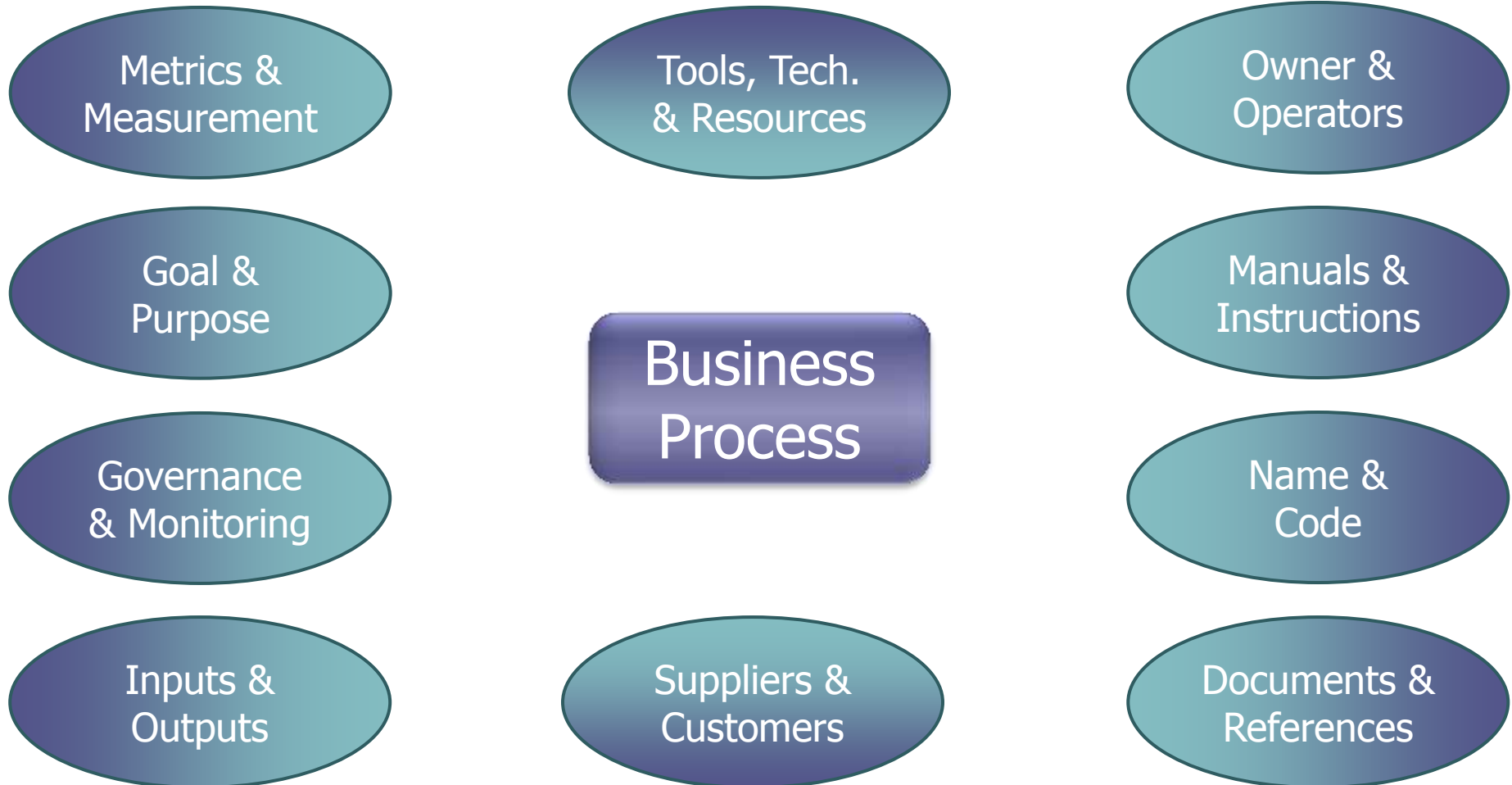
1. Business Process (BP)
2. Components of a Business Process
3. Business Process Model and Notation (BPMN)
4. Business Process Architecture (BPA)
5. Process-oriented Organizations
6. Business Process Improvement (BPI)
7. Business Process Management (BPM)
8. Business Process Management Suite (BPMS)
9. BPM Activity Cycle
10. BPM Center of Excellence (BPM CoE)
11. Business Process Maturity Model (BPMM)
12. BPM Benefits
13. BPM Critical Success Factors (CSF)

# Business Process (BP)

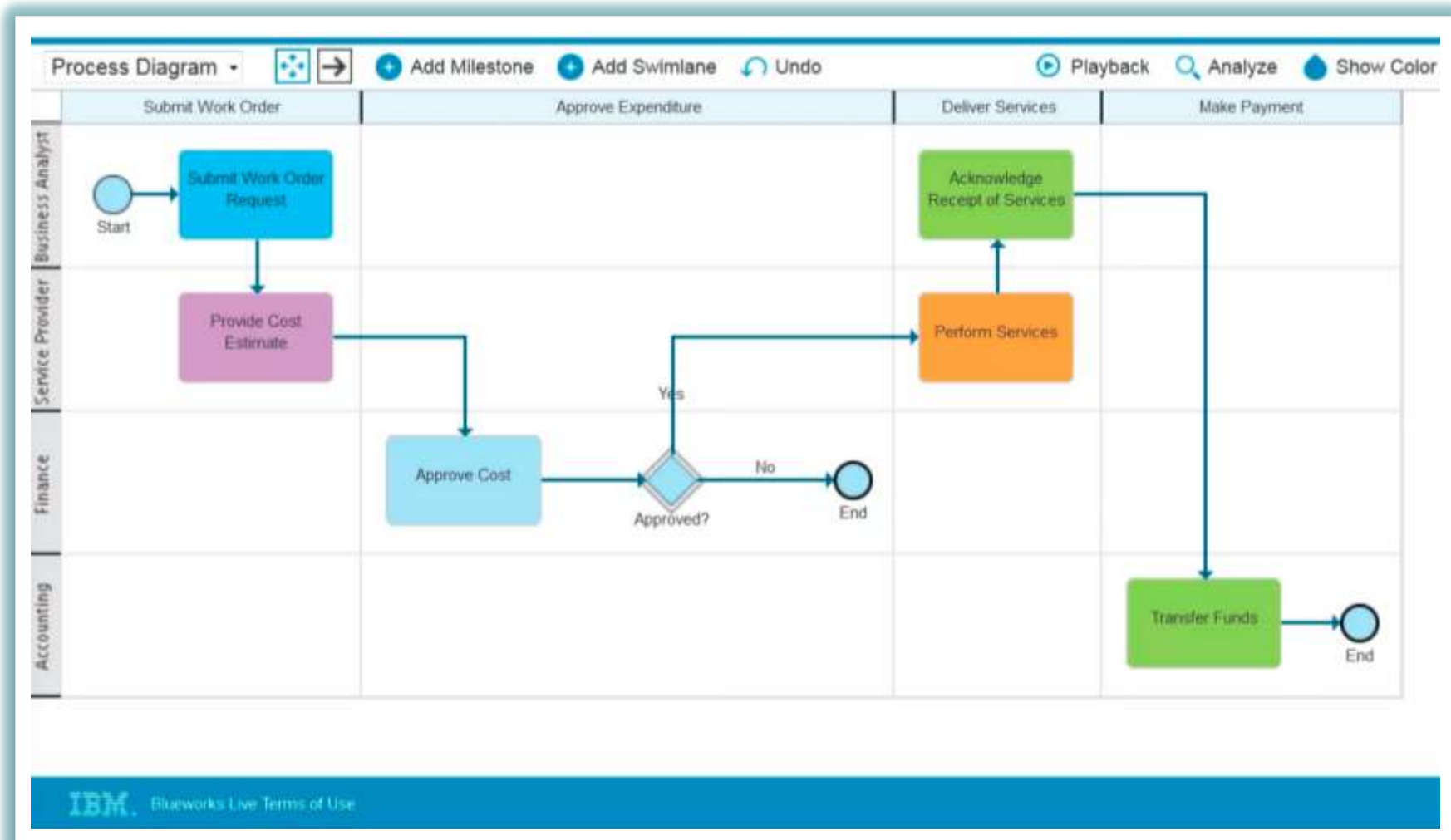


# Components of a Business Process

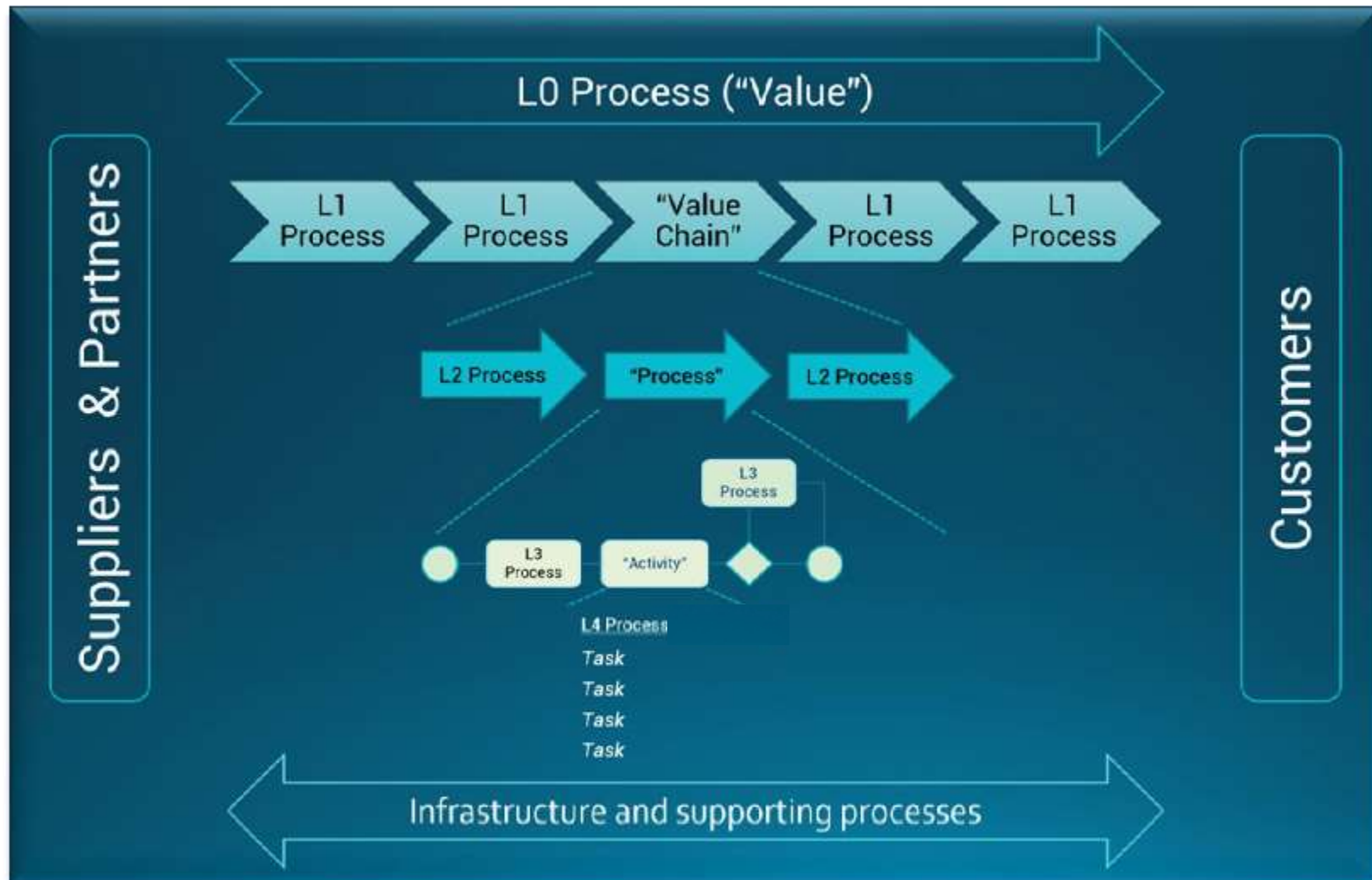
---



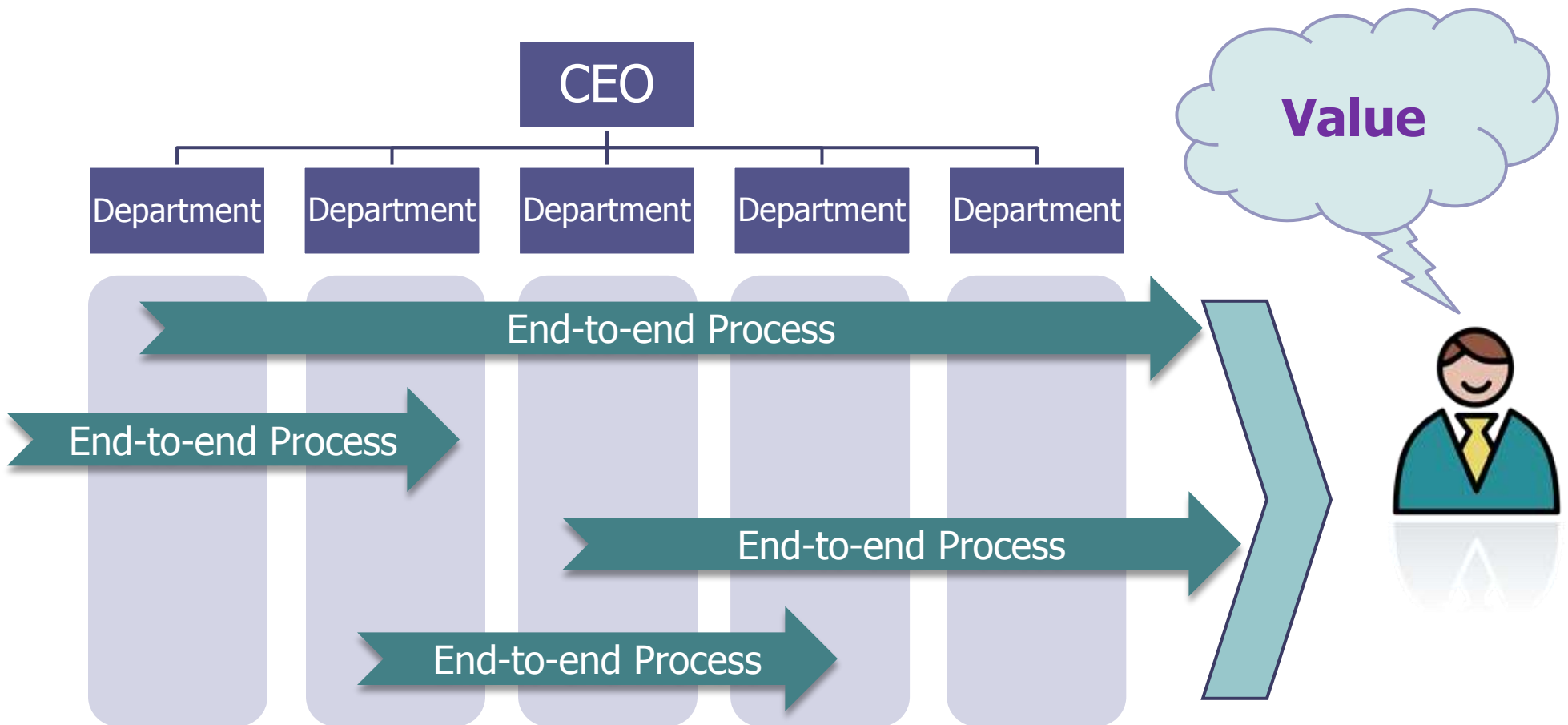
# Business Process Model and Notation (BPMN)



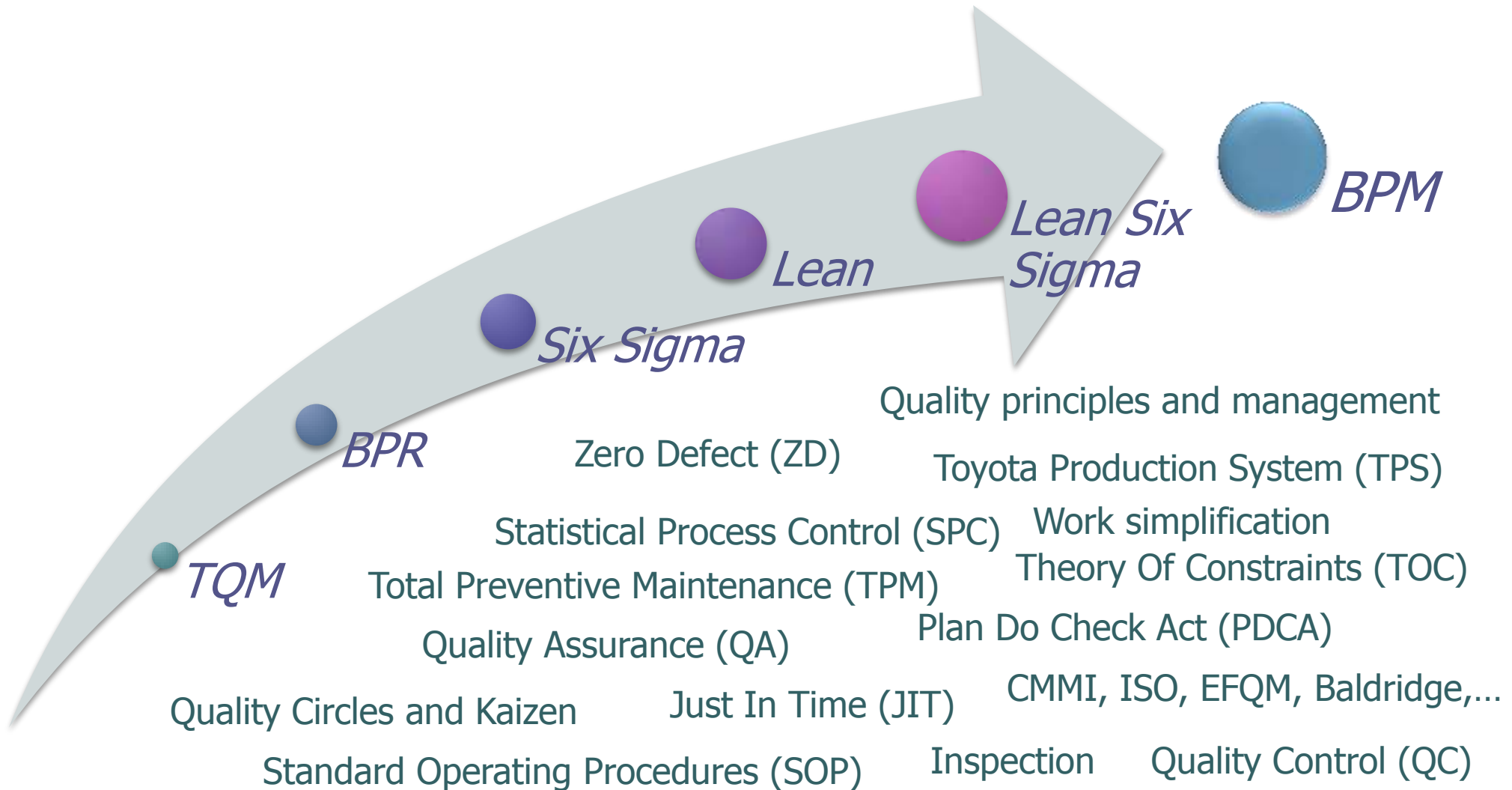
# Business Process Architecture (BPA)



# Process-oriented Organizations



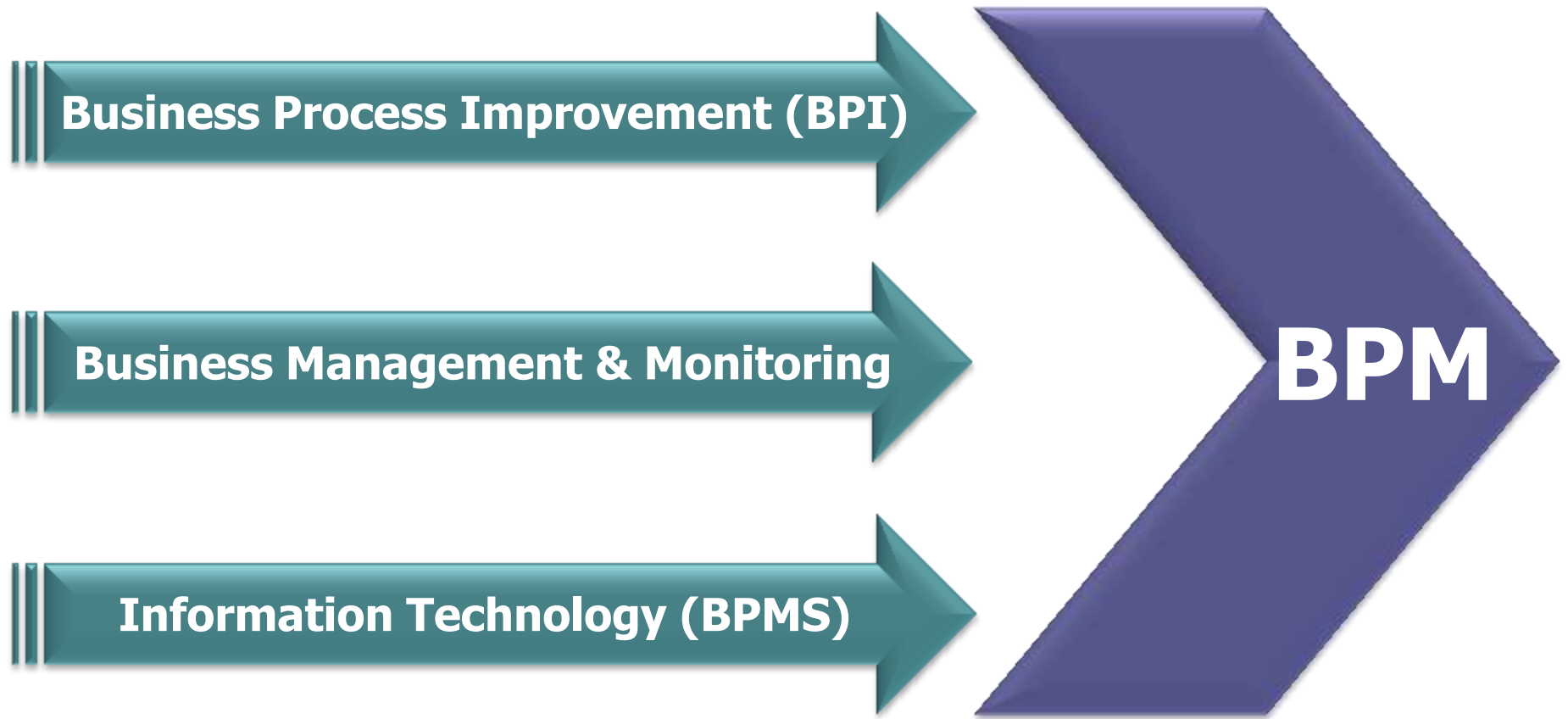
# Business Process Improvement (BPI)





# Business Process Management (BPM)

---

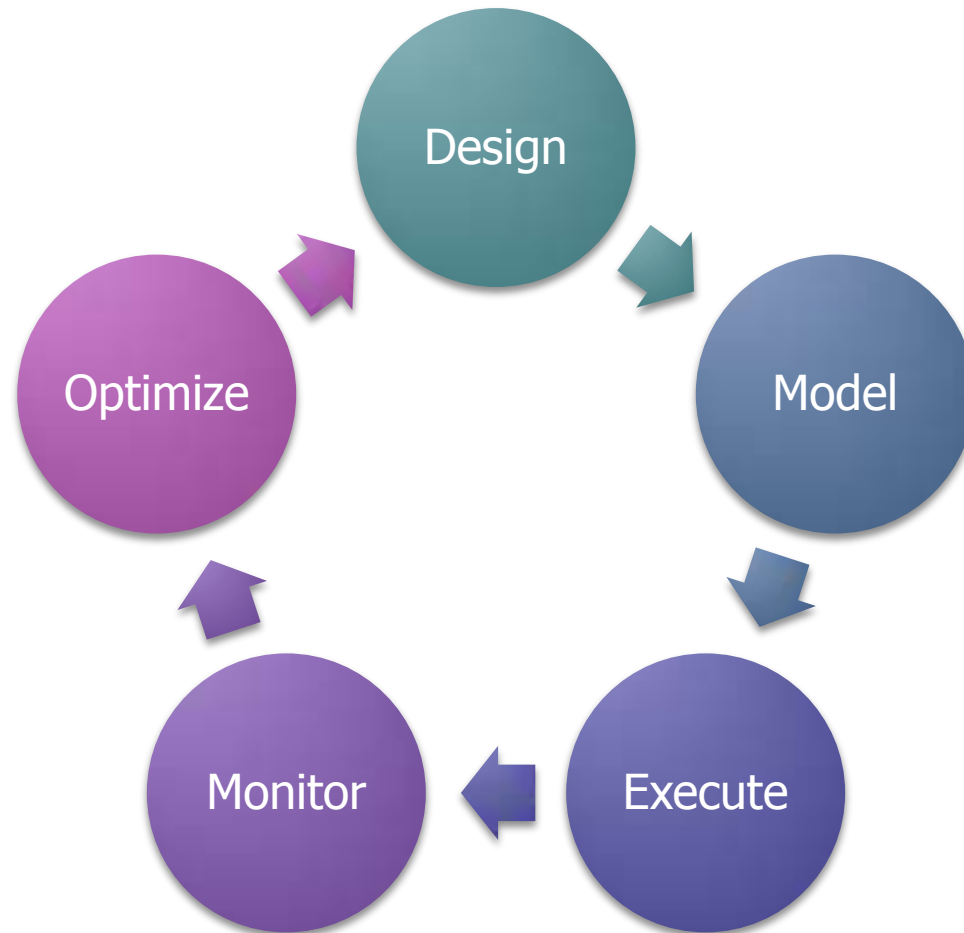


# Business Process Management Suite (BPMS)

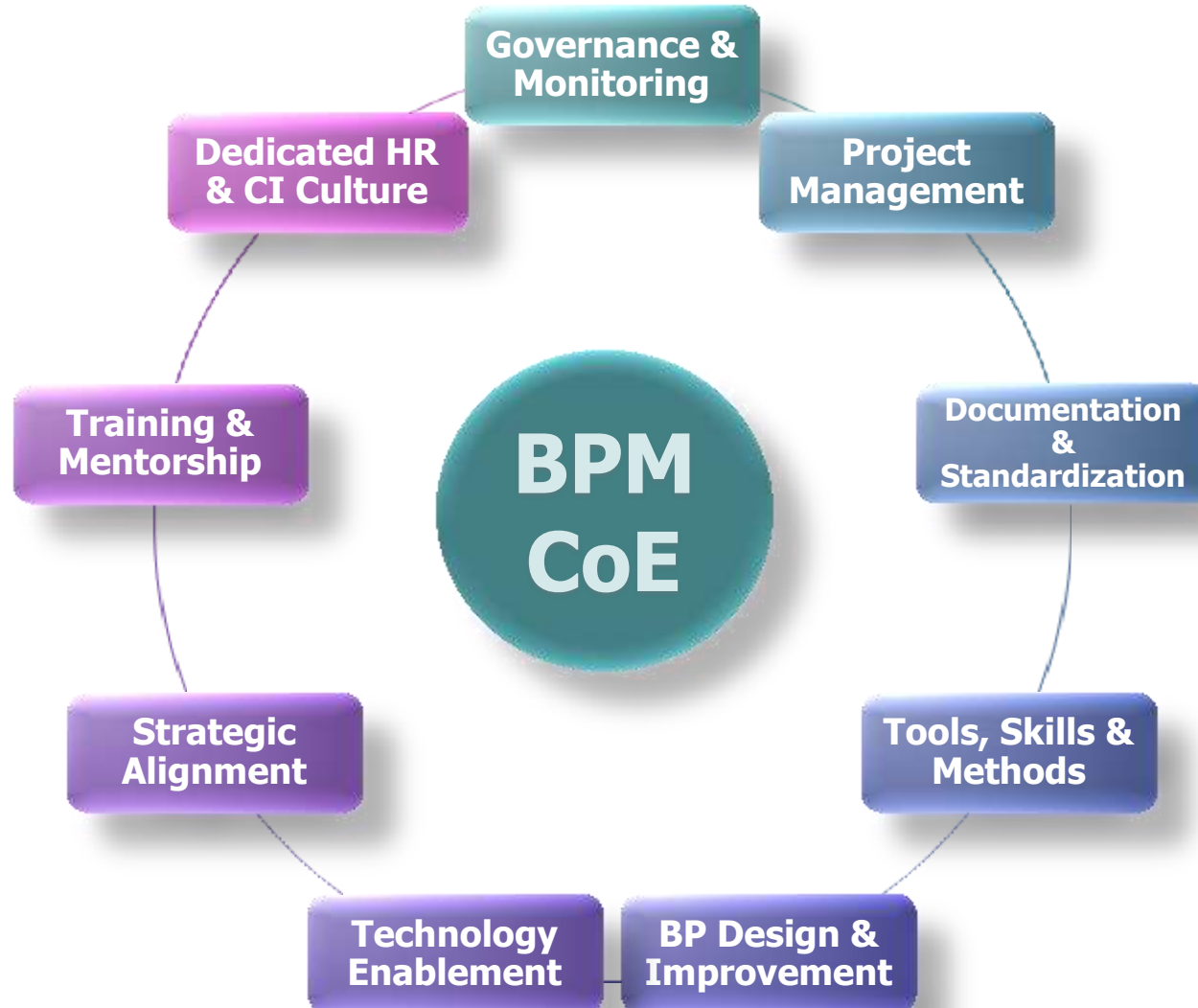


# BPM Activity Cycle

---

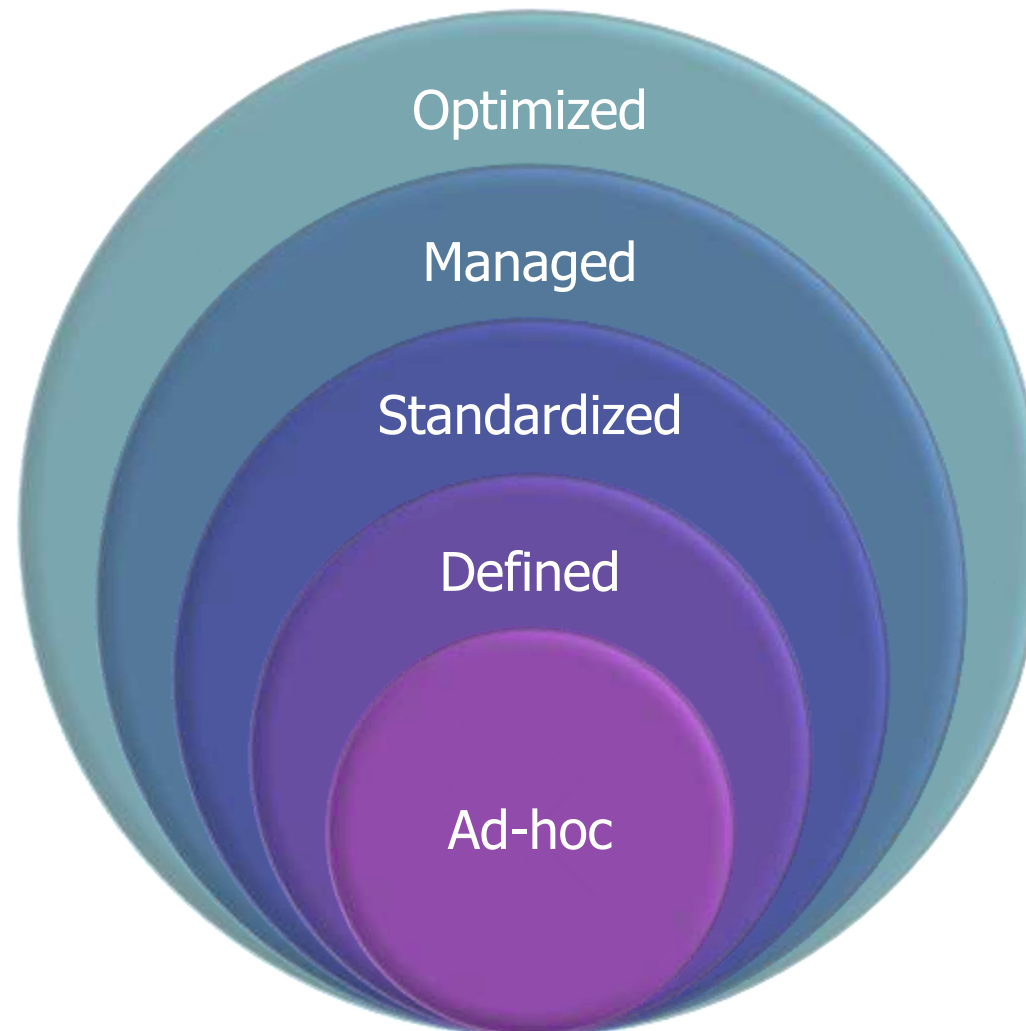


# BPM Center of Excellence (BPM CoE)



# Business Process Maturity Model (BPMM)

---



# BPM Benefits



# BPM Critical Success Factors (CSF)

---

- 
- Senior management commitment
  - Transformational leadership and change management
  - Strategic vision and alignment
  - Dedicated, trained and qualified team
  - Focus on customers and end-to-end processes
  - Project prioritization, execution and management
  - ROI and benefits management
  - Stakeholder management
  - Proper use of tools, methods and technology
  - Continuous improvement culture

## Contact Info

---

Omid Akhavan

**0912 300 80 59**

**[www.linkedin.com/in/OmidAkhavan](http://www.linkedin.com/in/OmidAkhavan)**