Business Process Management (BPM) is a discipline that uses a set of methods to document, design, analyze and optimize business processes.

I started a task force to eliminate redundancies in our internal processes.

Really…?
I’m doing the same thing.
WHAT IS A MODEL?

A model is a simplified representation of an aspect of the real world.

Idea: Enhance the understanding of something complex by focusing only on its important characteristics.

Example: A map neglects most details of the real world. It shows only aspects that are important to find your way (e.g. streets, buildings).
A process is a purposeful sequence of activities.

Example: process of doing your laundry
- Purpose = get your dirty clothes clean
- Sequence of activities = see model below
  (Please note: for didactical matters this model breaches some model conventions)
- Notice how we used a ‘split’ pattern to model alternative paths
WHY CARE?

• A company is nothing else than a combination of different, complementing processes
• Streamlining an organization means streamlining its processes
BUSINESS PROCESS MANAGEMENT
FIRST STEP: DOCUMENTATION

Only explicitly formulated processes allow to …

- **Teach and preserve** processes (“best practices”)  
  (e.g. when an employee decides to leave the company)

- **Analyze and improve** processes  
  (if you don’t know exactly how somebody does a certain job,  
  you won’t know how to make it better)
Processes can be documented in many ways.

**Textual**
- Additional information (responsibilities, data input, templates, etc.) cannot be written down neatly
- Splits are also difficult to write down

**Tabular**
- Additional information can be neatly written in columns
- Splits are still difficult to model

**Graphical**
- Easy to add details without losing focus
- Splits are easily modeled

First you need to put your laundry in the washing machine, then you ...
WHY ARIS?

ARIS* is more than your regular sketching tool!

Document & Design
ARIS is an intuitive tool that makes it easy for you to document & design complex processes systematically.

Analyze & Optimize
ARIS provides you with various reports, tools and functions to analyze & optimize your processes.

Collaborate & Govern
ARIS is a hub and central repository, used to share all process information and to work together on continuous process improvement.

*ARIS may refer to the software (this case) or to the ARIS Method (a meta-model for process modelling).
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