

MTAT.03.231
Business Process Management

Practice 1 – Introduction

Exercise 1

- Think of an organization and a process in this organization:
 - Is it order-to-cash, procure-to-pay, application-to-approval, issue-to-resolution...
 - Who is/are the customer(s)?
 - What value does this process deliver to its customer?
 - Who are the key actors of the process?
 - List at least 3 outcomes of the process.

Exercise 2

- Construction companies often do not own the construction equipment they use. They rent it when needed. Consider the following description of an equipment rental company at a construction company.
 - https://courses.cs.ut.ee/MTAT.03.231/2021_spring/uploads/Main/Practice1-1.pdf
1. What type of process is the above one: order-to-cash, procure-to-pay or issue-to-resolution?
 2. Who are the actors in this process? Who is the customer?
 3. What value does the process deliver to its customer(s)?
 4. What are the tasks of this process? (Give a list of at least 5 tasks)
 5. What are the possible outcomes of this process? (at least 2 examples)
 6. Taking the perspective of the customer, what performance measures can be attached to this process? (at least 2 measures)
 7. What potential issues do you foresee this process might have? What information would you need to collect in order to analyze these issues?
 8. What possible changes do you think could be made to this process in order to address the above issues? Which performance measure would these changes improve?

Exercise 3

- Consider the following process for serving customers at a pharmacy:
 - https://courses.cs.ut.ee/MTAT.03.231/2021_spring/uploads/Main/Practice1-2.pdf
1. What type of process is the above one: order-to-cash, procure-to-pay or issue-to-resolution?
 2. Who are the actors in this process? Who is the customer?
 3. What value does the process deliver to its customer(s)?
 4. What are the tasks of this process? (Give a list of at least 5 tasks)
 5. What are the possible outcomes of this process? (at least 2 examples)
 6. Taking the perspective of the customer, what performance measures can be attached to this process? (at least 2 measures)
 7. What potential issues do you foresee this process might have? What information would you need to collect in order to analyze these issues?
 8. What possible changes do you think could be made to this process in order to address the above issues? Which performance measure would these changes improve?