

# Business Process Mapping and Business Process Re-engineering

## Key Responsibilities:

- Identify and analyze core business processes and workflows through internal and external discovery (internal and external client interviews)
- Documentation of existing process and workflows, knowledge on how to design flows (software)
- Development of clear and detailed process maps and business requirements
- Identifying issues and risks
- Process Modeling: Rework existing process for improvements according to benchmark/standards in the industry and internal team project, using BPM methodology.

## Profile

- Skills in Process Mapping and Business Process Reengineering
- Strong analytical skills with a demonstrated ability to extensively analyse business processes and workflow
- Ability to extract information from interview and conduct workshop and focus groupe
- Business/client engagement skill
- Experience developing instructional and procedural documentation and presentations

## Mission:

**Interview process participants** to understand exactly how their processes work. It is possible to interview two people and get different descriptions of the same process. My job is to clear the confusion by eliciting information on how the processes actually work before documenting their definition and attributes

**Document process information** and procedures using visual diagrams in the form of business process models

**Analyse process models** as they are (As-is), compare them to the future and improved designs (To-be) and determine the necessary changes for arriving at the improved state

**Design business processes** (To-be) and manage any subsequent changes to them together with the process owner

**Test and execute processes** to ensure that the right results are achieved

**Examine processes holistically** to understand the impact of changing them on people, strategy, systems and general business operations

**Collect feedback** on process performance. The collected data forms the basis of future process improvement projects

**Monitor and measure** the effectiveness of processes to ensure consistent value delivery

Start of internship : 01/02/2020

Duration : 3 months

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