

## 07 **Management** **Business Process Management**

Business Process Management (BPM) is a systematic approach to identifying, analyzing, and improving the efficiency of an organization's internal processes. It involves the use of technology and data to streamline operations, reduce costs, and enhance customer satisfaction.

BPM is a continuous cycle of improvement. It starts with identifying current processes, then analyzing them for inefficiencies. Next, it involves redesigning processes to be more efficient and automating them where possible. Finally, it includes monitoring and measuring the performance of the new processes to ensure they are working as intended.

**What is Business Process Management?**



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