RUNNING HEAD: BUSINESS AND MANAGEMENT

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Samir Gyawali

[Name of the Institution]

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# Business process management

A business process is a collection of actions that are conducted to accomplish an organisational goal. Business process management (BPM) is a field related to operations management and it deals with improving the business processes. This is achieved by employing a variety of methods to analyze a process, modelling the way it works, implementing improvement techniques, and monitoring and controlling the changes made for optimization. The goal of BPM is to boost organisational performance through the effectiveness of its processes. It is a continuous activity that contains the obstinate process re-engineering. BPM is an approach destined to lessen any confusion within workflows that combine to make a process and removes unplanned workflow management.

# Generic competitive strategies

Porter presented a model of general competitive strategies that are considered as a synthesis of his work and it was published in 1980. Based on his experience and research, Porter recommended that to succeed firms have to follow one of these strategies (Salavou, 2015). In the industry, companies can achieve competitive advantage by following one of these strategies.

· Differentiation

· Low Cost

· Cost Focus

· Differentiation Focus

· Cost and Differentiation Focus.

A company strives to become the low-cost manufacturer in cost leadership, while in differentiation strategy the firm strives to bring uniqueness in its products and services. In the focus strategies firm relies on the selection of a narrow competitive range within an industry.

# Pros and cons of silo thinking

Silo is an attitude that happens when different groups in an organisation do not agree to share the data with other departments. This mentality is generally not considered as good for organisational success and it is assumed that it contributes to a damaged corporate culture. Withholding crucial information hinders an organisation’s ability to respond to changing business demands. The key areas that are affected by the silo mentality are innovation, customers, teams and departments (Mohapeloa, 2017). There can be some positive impacts of silos such as established reliability for members of the silo, creation of support networks, and formation of a community of similar thinking.

# Process thinking and system thinking

System thinking is about the functioning of the whole system while the process is a smaller portion of a bigger system. The process can be defined as the set of activities and a system is made up of different processes, hence, process thinking and system thinking must be compatible with each other. Process thinking is more specific while system thinking performs an interconnected role. Process thinking is a much-appreciated thing in the 20th century since it brings more perfection in the product development, but the revolution of 21st century is systems thinking (“Systems Thinking - Process Thinking vs. Systems Thinking - YouTube,” n.d.). Process thinking is more specific while system thinking perceives things as a whole.

# Process change methodologies

Business process change is a method used by different world-class organisations to advance performance, decrease costs, and upturn effectiveness. Many factors make a contribution to the business process change such as executive-level support, ongoing communication, and rigorous business process change methodologies. A number of methodologies have been developed by different researchers such as Davenport identified a five-step framework for process innovation. Harmon also suggested a method of BPC comprising six steps that are envisioned, initiation, diagnosis, redesigning, reconstruction, and evaluation (“Colin Crofts - Business Process Improvement: Harmon on BPM: Types of Process Methodologies,” n.d.). The best methodologies combine different approaches for business efficiency.

# Bibliography

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