**What is a Business Process?**

A business process is a set of logically related business activities that result in the delivery of services and/or information.

**What is Business Process Mapping?**

Business process mapping is the documenting of step-by-step procedures of current business processes.

**What is Business Process Improvement?**

Business process improvement (BPI) is a systematic approach for reviewing and optimizing current business processes to achieve more efficient results.

**Why undertake Business Process Improvement?**

* To help understand and analyze current business processes
* To address areas of weakness and opportunities for improvement
* To allow business processes to be redesigned for improvement and greater efficiencies
* To standardize business processes
* To identify areas where training is lacking or needs improvement
* To clearly identify roles and responsibilities
* To provide an opportunity for stakeholders to communicate with each other

**How is UMBC addressing Business Process Improvement to ensure broad campus input and representation?**

UMBC has established Business Process Improvement Workgroups consisting of key, cross campus personnel to assist in accomplishing all of the above.

**Who are the Business Process Improvement Workgroup Team Members?**

See posted Business Process Improvement Workgroup Membership Lists for specific group members on myUMBC <http://my.umbc.edu/groups/ssc/documents>

**What are some questions the UMBC Workgroups are exploring to assist with Business Process Improvement?**

* Do we have steps in our current processes that don’t add value?
* Do we have processes that can be readily transformed from paper to electronic?
* Do we have processes where the workflow tends to stall?
* Do we have processes that are not applied consistently across all units?
* Do we have processes that require multiple layers of approval?
* Do we have processes that go back and forth among the departments and central?

**What are the key activities of the Business Process Improvement Workgroups?**

* Document current processes, practices, and procedures
* Identify bottlenecks and areas of duplication
* Recommend short-term and long-term process improvements including workflow or technology changes to optimize business processes

**What are the Key Deliverables for the Business Process Improvement Workgroup?**

* Current business process maps
* Proposed revised business process maps
* Recommendations for procedure and policy changes
* Recommendations for technology changes

**What is the Business Process Improvement Workgroup timeline?**

* Initial BPI Kickoff meeting July 24, 2013
* AP/Procurement Workgroup Retreat August 21, 2013
* Hiring/Payroll Workgroup Retreat August 28, 2013
* AP/Procurement Process Owners and BPI Workgroup Meeting September 24, 2013
* Hiring/Payroll Process Owners and BPI Workgroup Meeting September 24, 2013

**What are the Business Process Improvement Workgroup team members’ responsibilities?**

* Develop process flowcharts for current business processes
* Share viewpoints and make recommendations
* Provide insight and determine best practices
* Develop process flowcharts for revised proposed business processes
* Attend meetings with the all process owners
* Provide leadership, expertise and insight
* Be open and transparent when reporting progress
* Ensure adherence to all applicable State laws, Federal Laws, and USM/UMBC policies