



# Business Change Support Inc.

adding value through aligning strategy, policy, process, systems and data

## Understanding Business Processes — Sample

A **Business Processes** is a series of Tasks designed to achieve a Business Goal.

A **Task** is a series of step by step Procedures required to complete a Process (mapped on swim lane diagrams).

A **Procedure** is a series of Actions taken to complete a Task.

An **Action** is a specific instruction.

