

Business Change Support Inc.

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

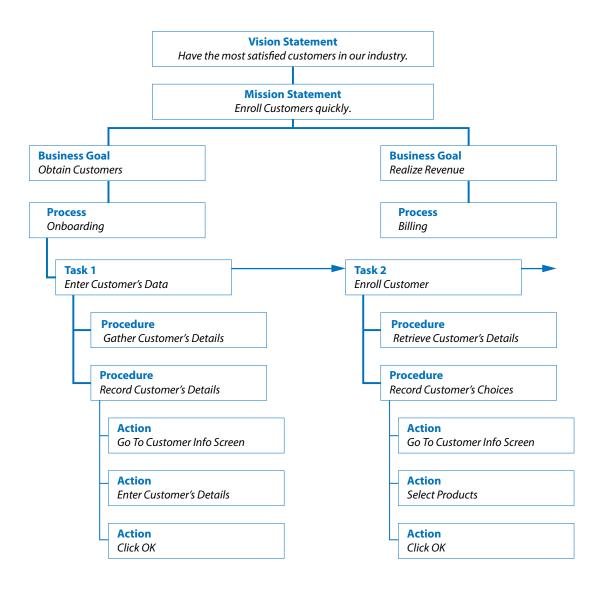
Understanding Business Processes — Sample

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.



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