Manage business processes

Overview

This standard is about managing business processes. You identify organisational outputs and engage stakeholders in managing business processes. You design processes and identify the resources required to support them, making links between teams to create a complete system. The standard includes defining individual roles and responsibilities, providing training and support, and considering the factors that may affect how business processes work. You also develop and implement measures to monitor the processes, planning and implementing improvements when required.

This standard is for all managers and leaders.

Performance criteria

You must be able to:

1. identify your organisation's outputs to meet customer and stakeholder needs
2. engage employees and stakeholders in managing business processes
3. design business processes that deliver outcomes in line with organisational strategy
4. identify the resources required for business processes
5. secure the resources required for business processes
6. assess business processes to ensure they make effective, efficient and sustainable use of resources
7. identify and take account of factors that may affect how business processes work
8. link business processes so that they interact across the organisation to form a complete system
9. define employees' roles and responsibilities within business processes
10. identify the training, support and supervision requirements for teams and employees
11. provide training, support and supervision to enable employees to carry out their defined roles and responsibilities
12. develop measures to manage business processes effectively
13. implement measures to manage business processes effectively
14. review business processes at regular intervals, and in light of changes in customer needs or organisational strategy
15. identify how the processes can be improved
16. plan improvements to business processes
17. implement improvements to business processes
18. follow the legal, organisational, codes of practice and policies relevant to your role and the activities being carried out to manage business processes

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Knowledge and understanding

You need to know and understand:

General knowledge and understanding

1.	how to engage employees and other stakeholders in managing business processes.

2.	the principles and models of effective process management and how to define business processes

3.	the types of business process measures and how to assess their suitability

4.	how to calculate the resources needed for business processes

5.	how to ensure processes and resources are sustainable and effective in their use, and the importance of doing so

6.	the difference between process outputs and outcomes

7.	how to assess process changes for risk and return against their potential investment cost

8.	how to carry out cost-benefit analyses

9.	types of analytical and problem-solving tools that you can use when developing business processes

10.	how to evaluate the business processes

11.	how to measure the effect of changes in the business process

Industry and sector specific knowledge and understanding

12.	the relevant sector trends, developments and competitor

performance that affect your business processes

13.   the legal, organisational, codes of practice and policies relevant to your role and the activities being carried out to manage business processes

Context specific knowledge and understanding

14.   your organisation's aims, goals, structure, values and culture

15.   how your organisation adds value through its products, services and processes

16.   the needs of your actual and potential customers and other stakeholders

17.   the employees in your organisation, their roles and responsibilities, competences and potential in relation to business processes

18.   your organisation's products, services and processes, the interdependencies between them and measures of performance

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Skills

1. Analysing
2. Assessing
3. Communicating
4. Influencing
5. Information management
6. Involving employees
7. Monitoring
8. Negotiating
9. Persuading
10. Presenting information
11. Prioritising
12. Problem solving
13. Reviewing
14. Thinking creatively
15. Thinking systematically

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Developed by	Skills CFA
Version Number	1
Date Approved	12 Feb 2021
Indicative Review Date	01 Mar 2026
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	CFAM&LFA3
Relevant Occupations	Managers and Senior Officials
Suite	Management and Leadership
Keywords	Management & leadership; mange; business processes