



# Managing and Evaluating Business Processes

Production, Sales, & Revenue

Resource Management

- Finance
- H & S
- People/HR
- Equipment/Transportation
- Facilities
- Supplies/Raw Materials
- Inventory

Risk Management  
Business Continuity Planning  
SOP's

Time Management

- Calendars
- Meeting Prep

Tasks

Projects

- External Resources
- Internal Resources

Critical Relationships

- Customer Engagement
- Partner/Vendor
- Employee Satisfaction
- Safety Culture
- Regulatory
- Financial
- Shareholder/Investor

Communications

- Web Site
- Content
- Emails
- Meetings
- Marketing
- Phone Calls
- Reports/Statements
- Feedback/Surveys

Key Performance Indicators (KPI's)

Resulting Data

Business Systems

Business Processes

Informed Business Decisions and Impact Measurement

