

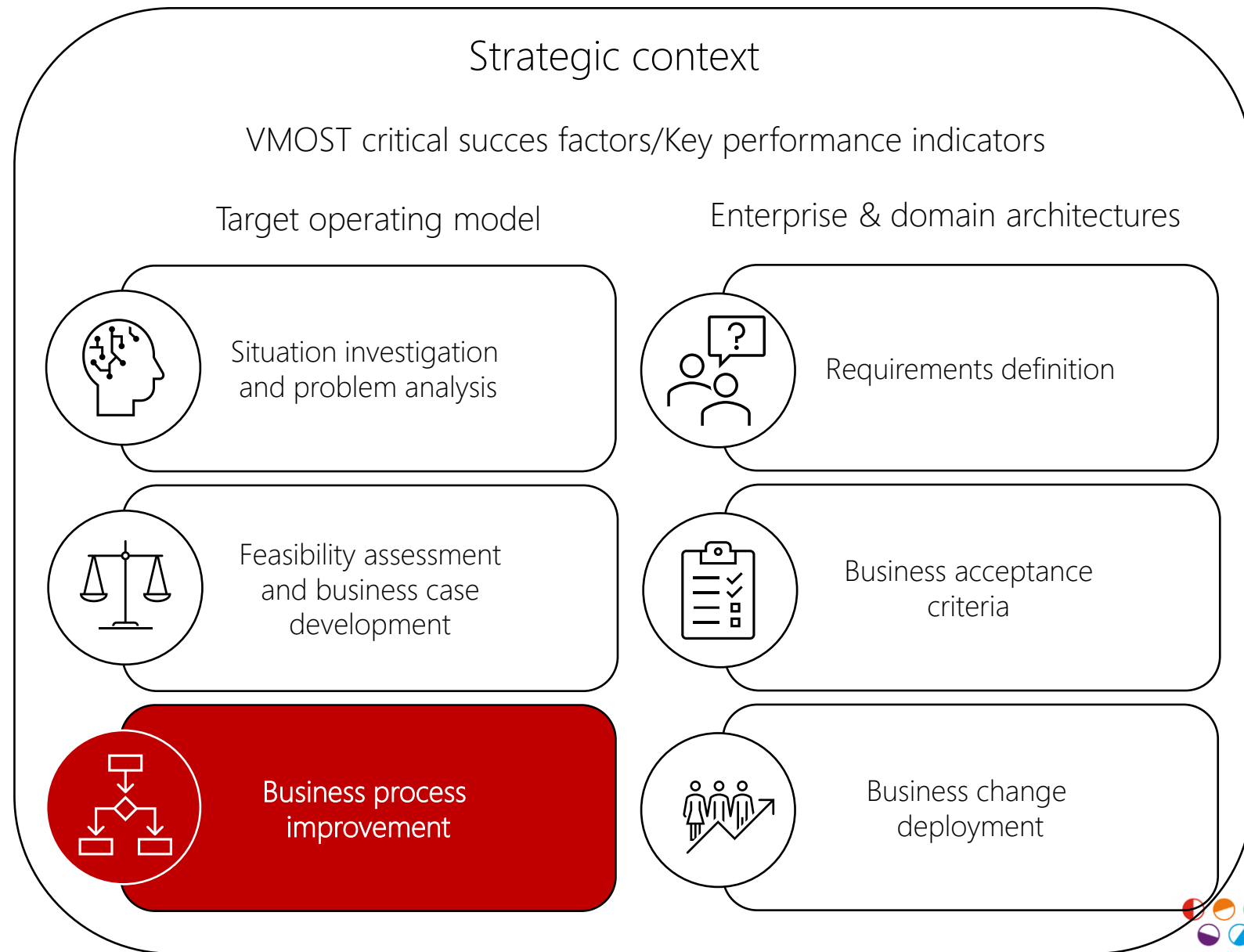
## Lesson 12

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# Enterprise level modelling

Chapter 7: Pag. 164 – 176

# Business process improvement service



# Objectives

The candidate can...

7.1 explain the business process hierarchy

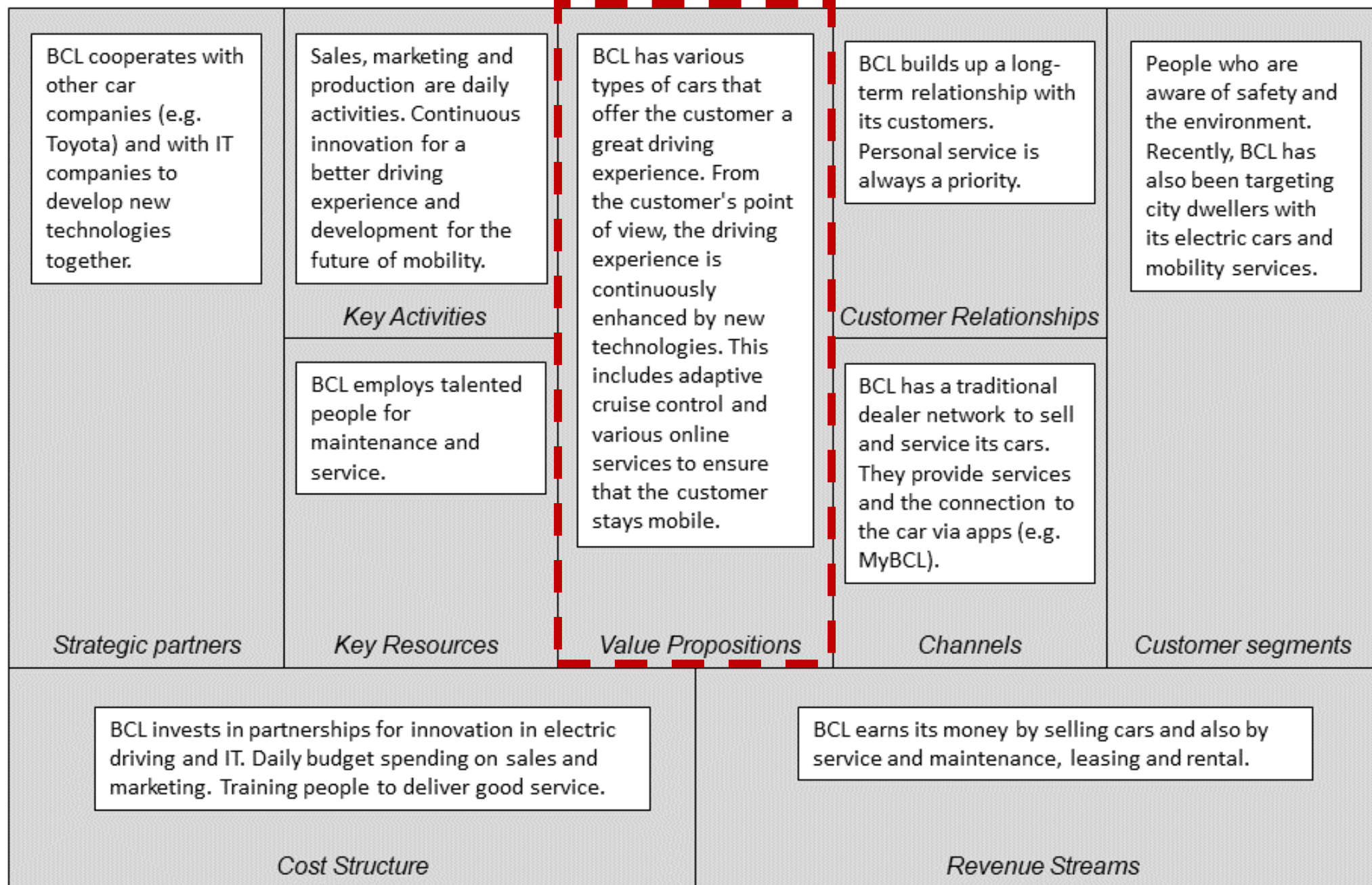
7.2 list the following techniques used to model the enterprise level processes:

- Value propositions
- SIPOC
- Value chain analysis



Fig. 3.9

## Business model canvas



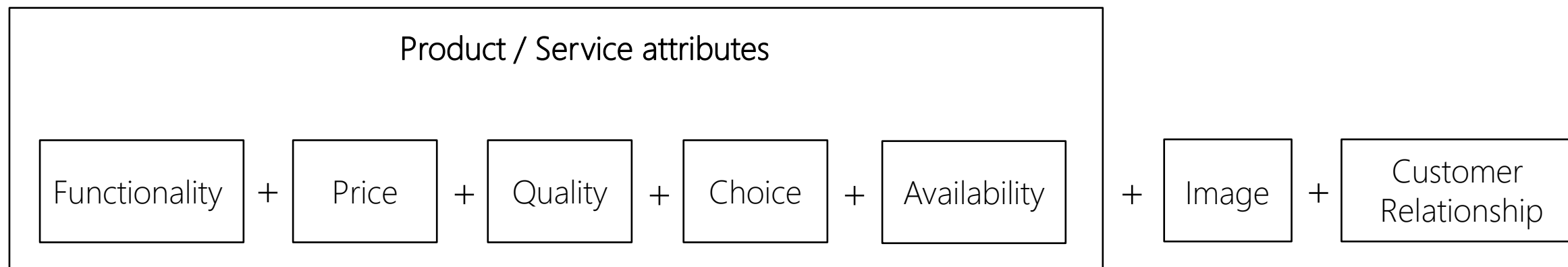
# Value Proposition (Osterwalder & Pigneur)



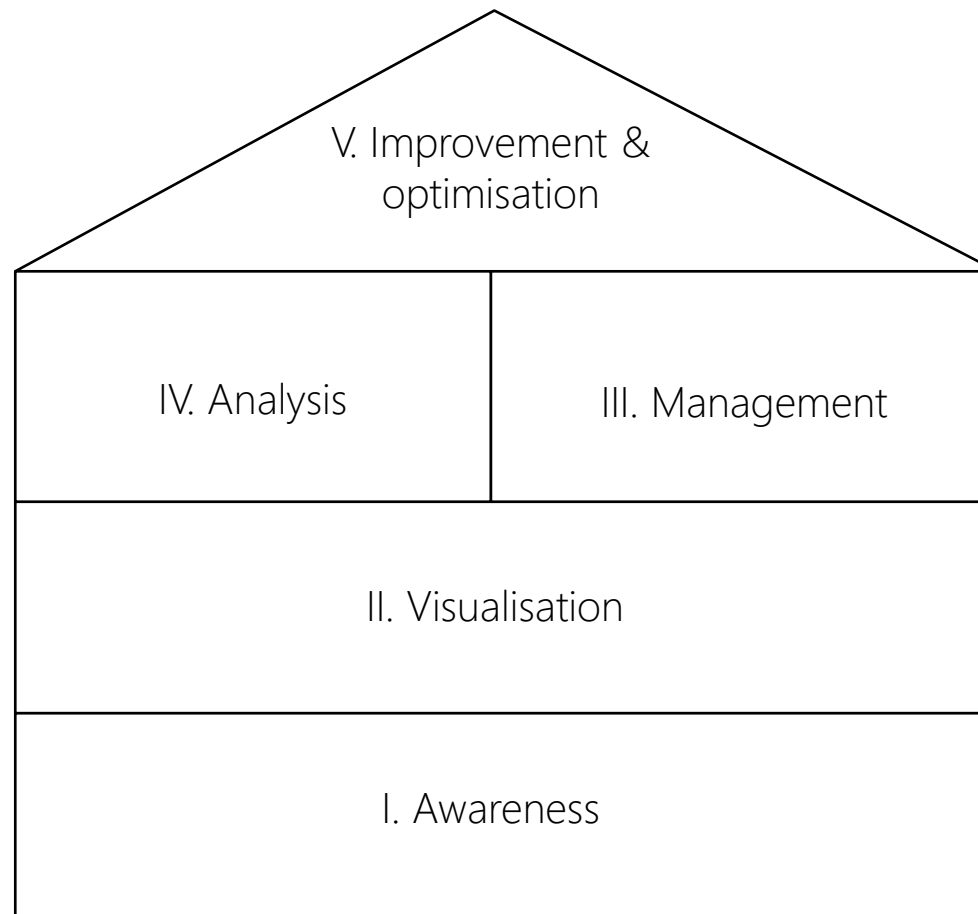


# Value Proposition (Kaplan & Norton)

Fig. 7.7



# House of BPM



# I. Awareness

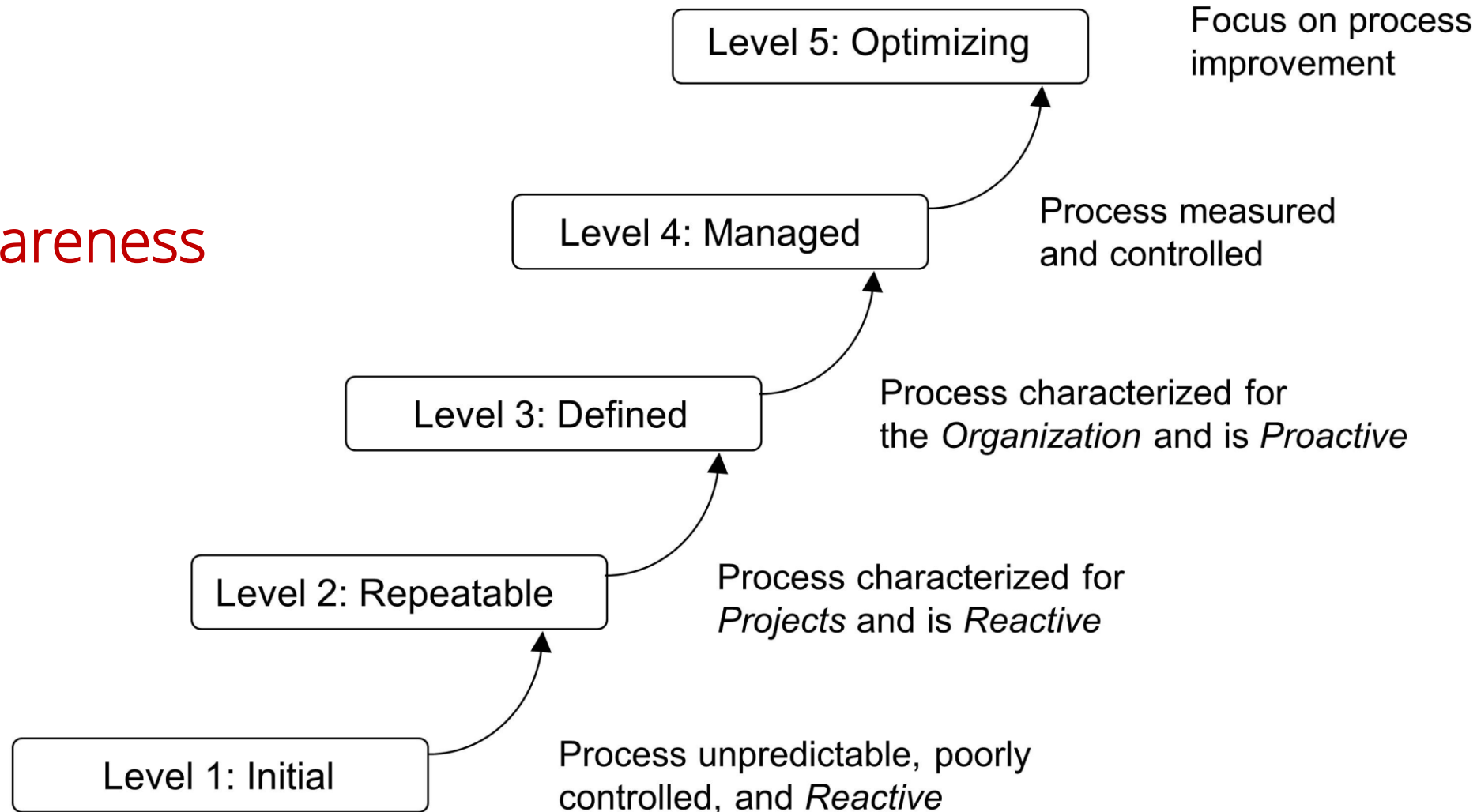






Fig. 7.5

# SIPOC

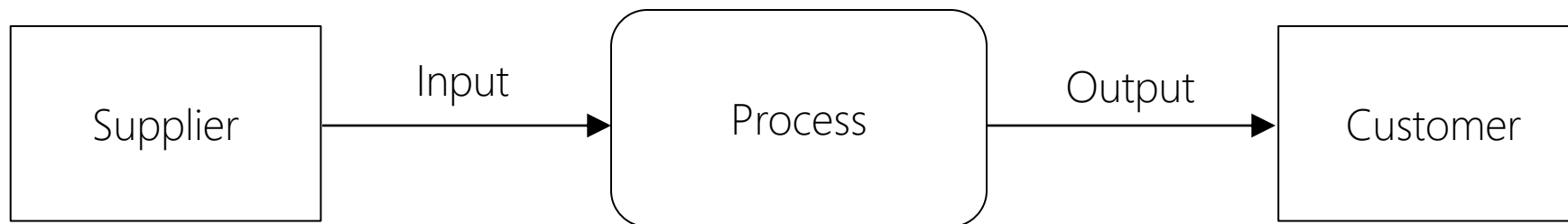
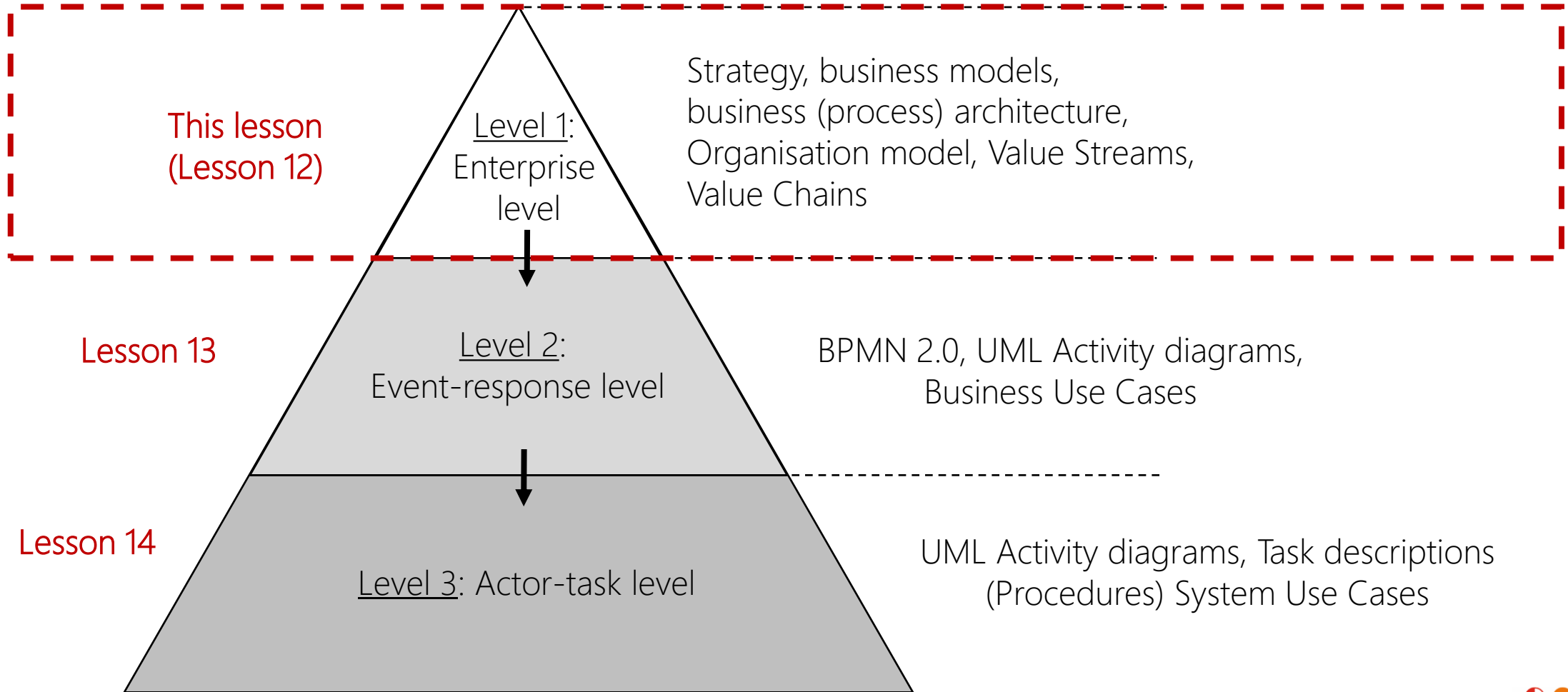




Fig. 7.1

## II. Visualisation: business process hierarchy



# Enterprise level techniques

- ✓ Value Proposition
  - Organisation chart
  - Organisation model (Harmon)
- ✓ Value Stream
  - Value Chain (Analysis)



Fig. 7.3

# Organisation chart

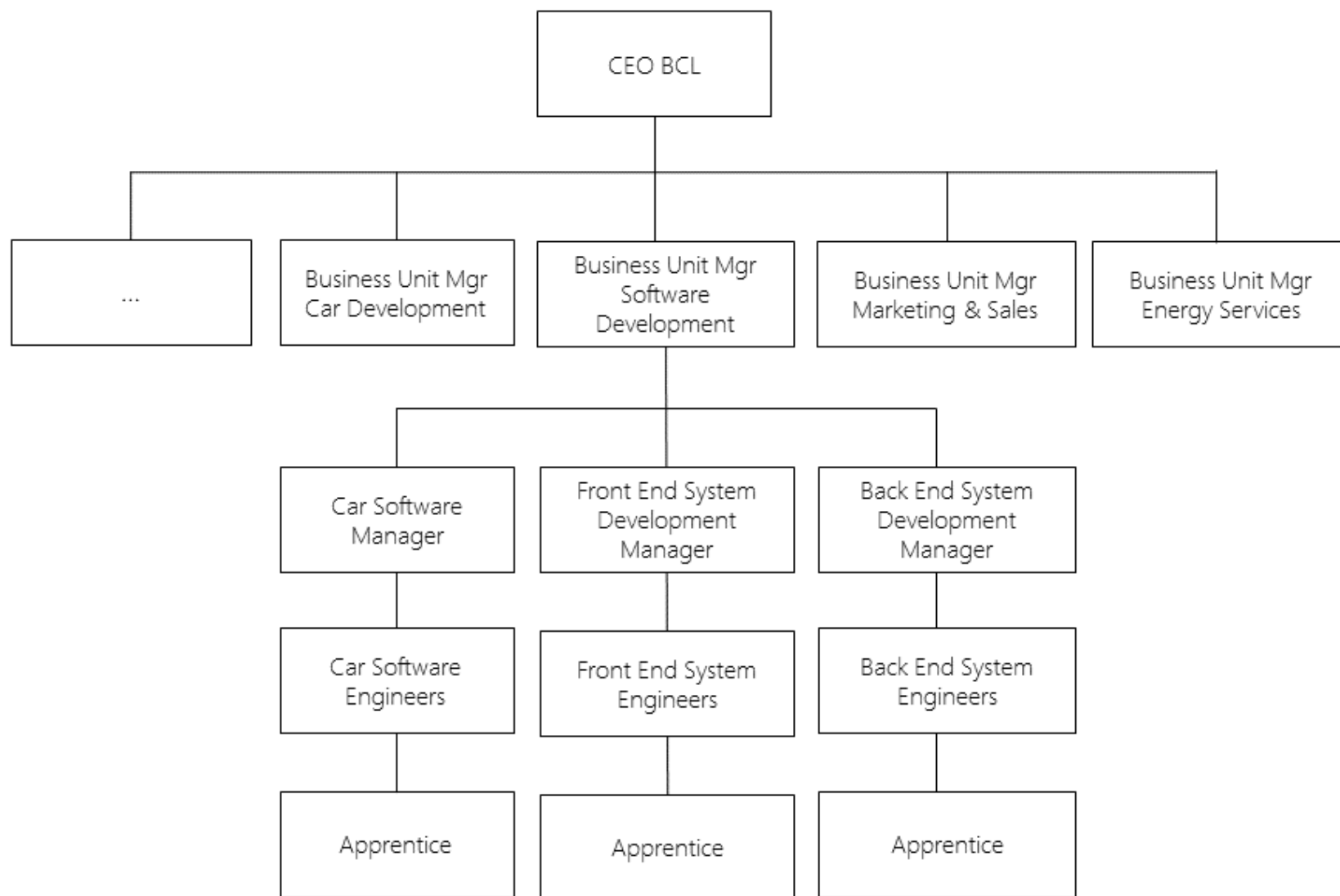
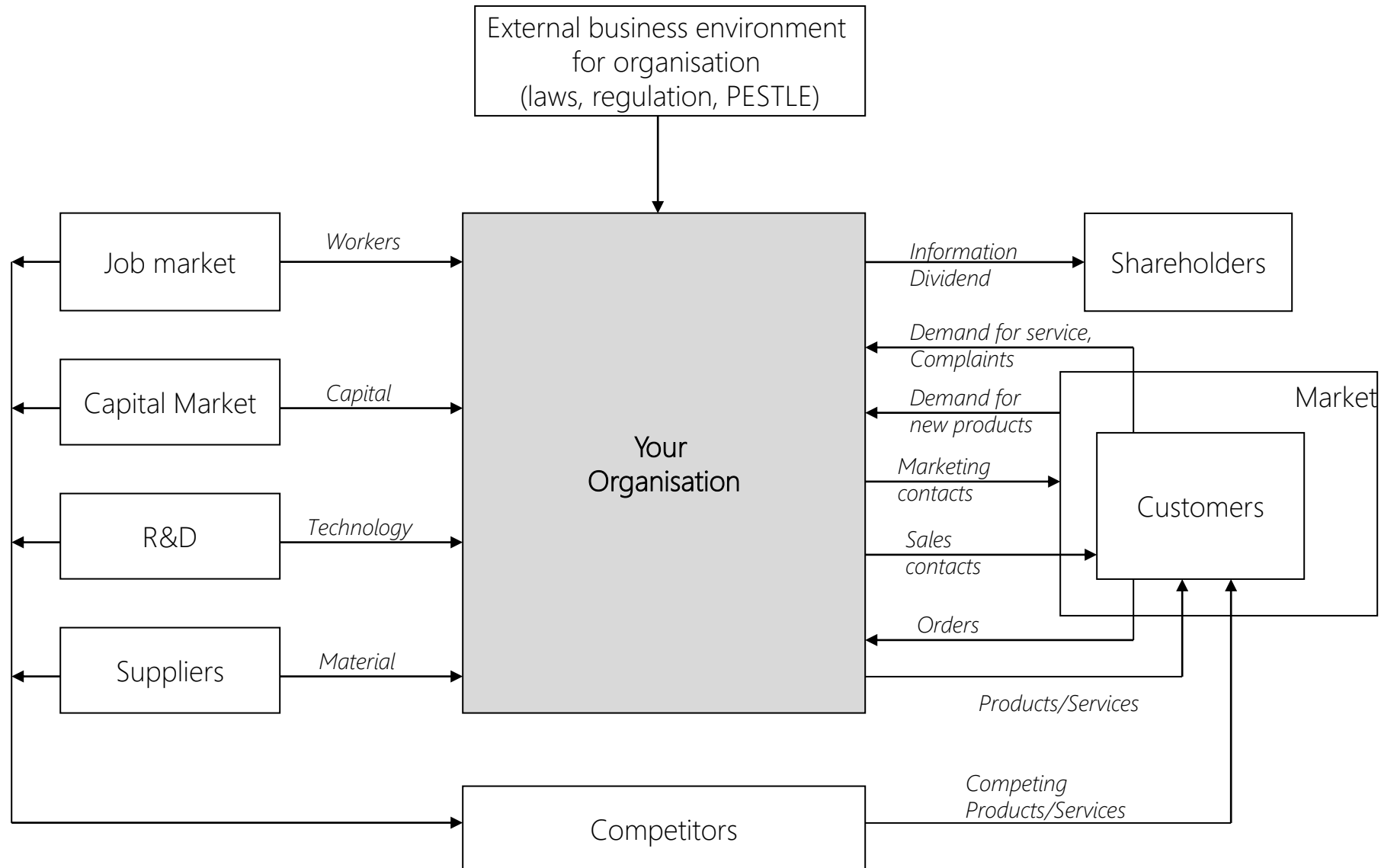


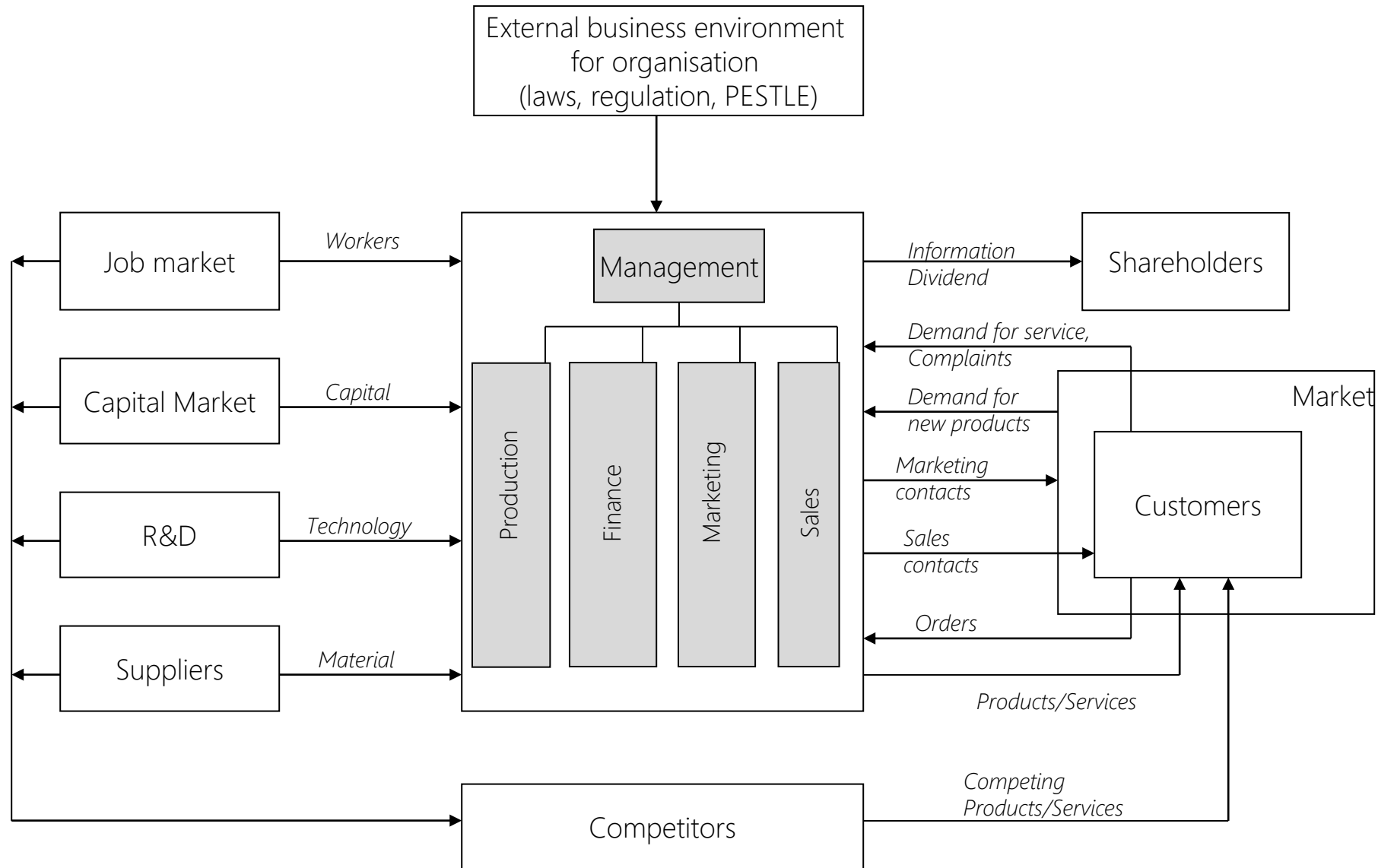


Fig. 7.8

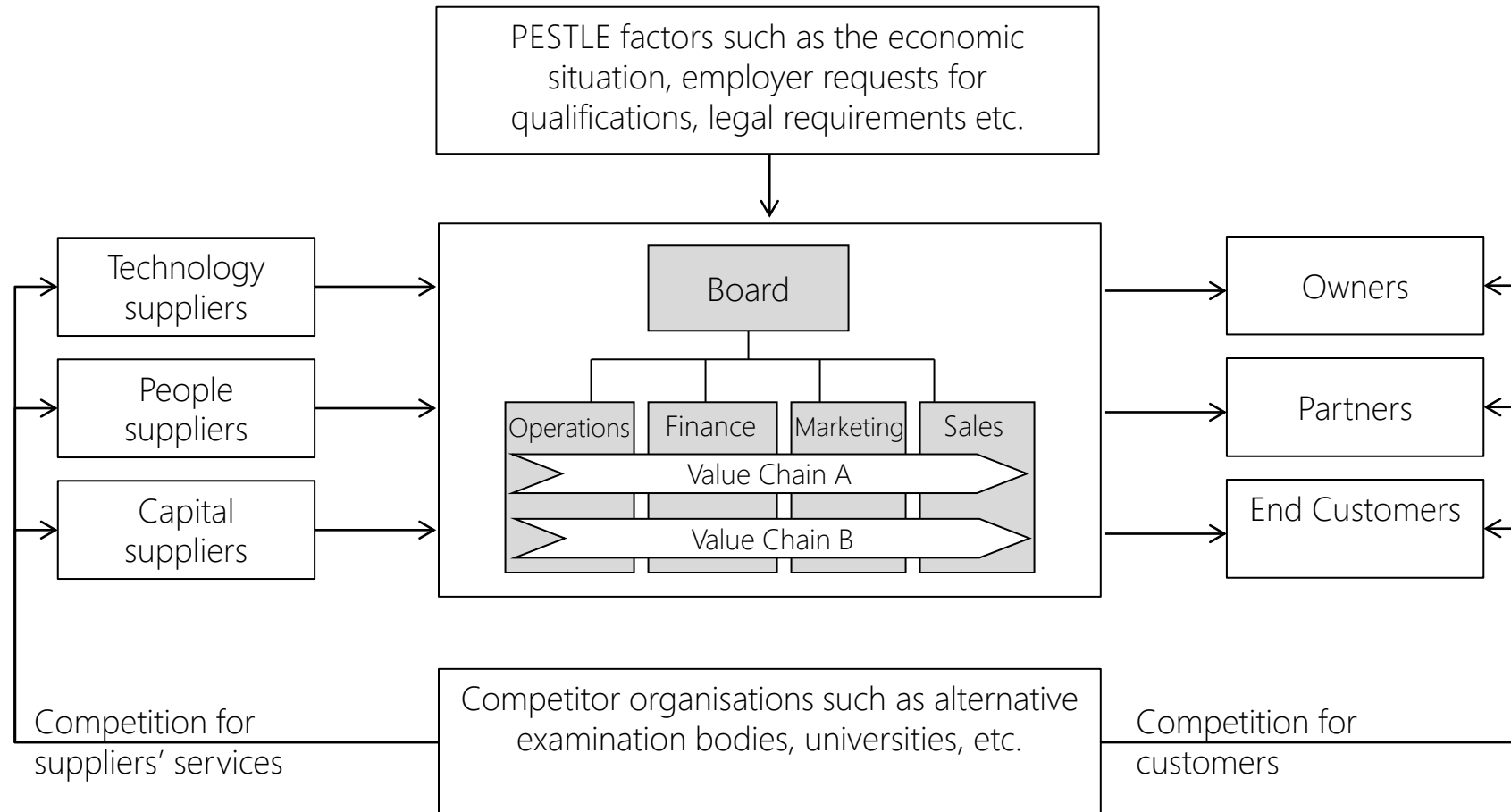
# Organisation model (Harmon)



# Silo-thinking



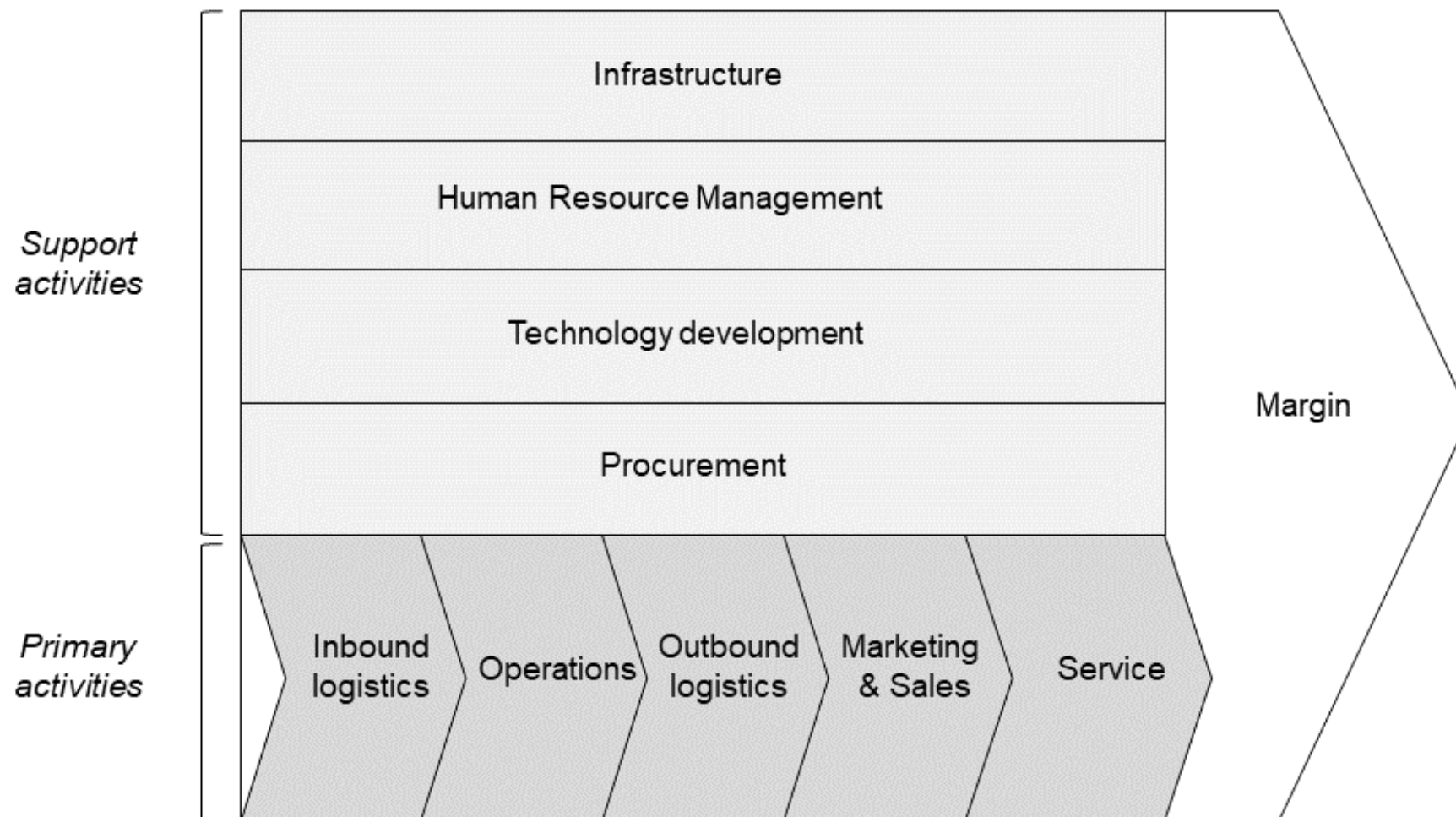
# Process-thinking





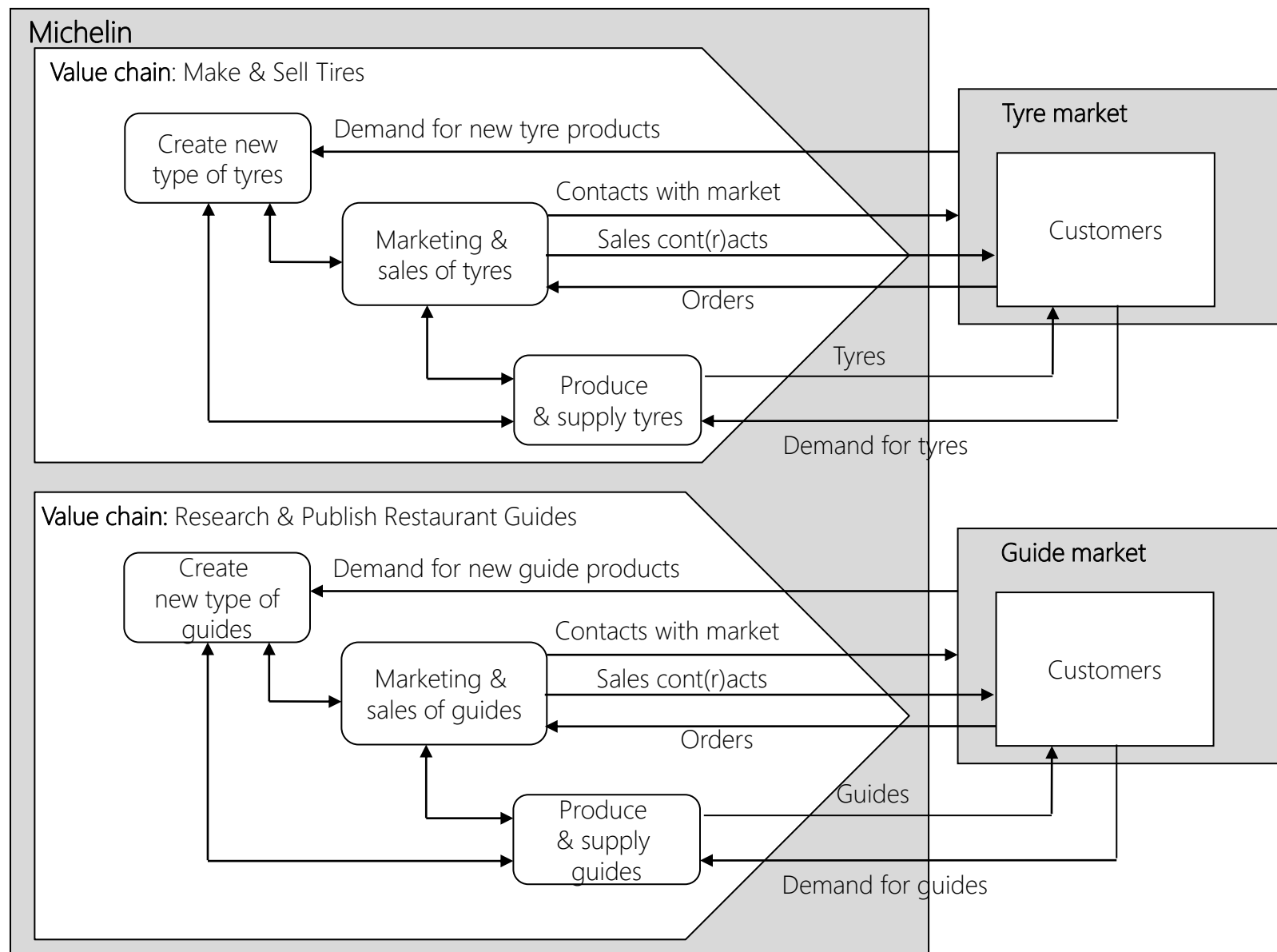
# Value Chain (Porter)

Pag. 168-170

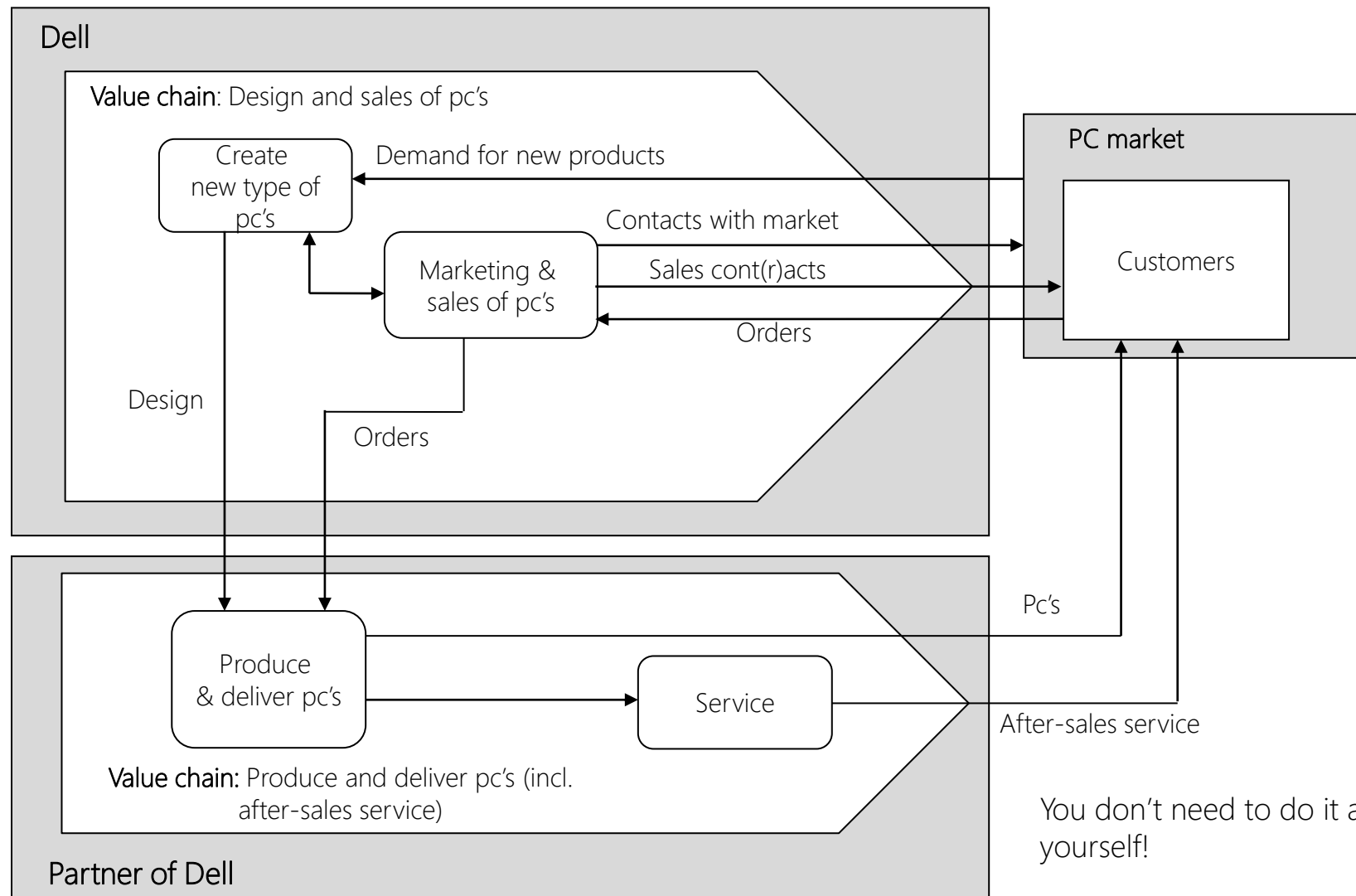




# Value Chain Example 1



# Value Chain Example 2



# Next lesson