

3(i) Examine the business process research

- (1) Identify the process
- what is your mission?
 - who is our client?
 - what does the customer value?
 - what are our key results?
 - what's our plan?

- (2) Established the team
- Interviews.
 - Brainstorming.
 - meetings

- (3) Create a business process diagram

- (4) Define the AS IS process

- (5) Specify improvement points

- Interaction with Customers.
- Activities that add high perceived value.
- Handoffs.

⑥ Model the process.

As 4ii) Features of Good Research design

- It is based on the work of others.
- It can be replicated and doable.
- It generates new question or is cyclical in nature.
- It is incremental.
- It clearly states the variable.
- The researcher is sincerely interested and/or invested in the research.
- It is based on some logical rationale and tied to theory.