

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.