

eLearning module

Introduction to Business Process Modelling BPM Course takeaways

This is a quick and handy summary of the most relevant course information.

1 Learning objectives

By the end of this course, you will have learned about:

- what BPM and its basic elements are,
- why and how BPM is being used in the EU,
- the purpose and benefits of BPM,
- how to implement BPM.

You will also become aware that:

- the acronym BPM can mean different things, some of which are closely related to Business Process Modelling.

The EU needs a common language that enables different Member states to communicate the detail of legal and procedural definitions and actual process in place, to allow proper decisions to be made about harmonisation and implementation.

2 Process definition

- Business Process Modelling refers to a structural representation, description or diagram, which defines a specified flow of activities in a particular business or organisational unit.
- The purpose of BPM is to illustrate a complete business process and obtain a simplified and streamlined process.
- The benefits of BPM are not only for the EU, but also traders, Customs officials, and trainers. The EU needs a common language to ensure that the purpose of the EU legislation is correctly fulfilled.
- BPM can satisfy that need because it supports the preparatory work in the designing and discussing of legal drafts at EU level and ensures consistent implementation across all Member States.

3 Key components of BPM

- BPM uses **graphical components** called 'Business Process Modelling Notation' (BPMN). A BPM uses **shapes** to convey a particular action:
 - **Event** – an 'event' is something that happens at a specific time – usually caused by a trigger and has an impact.
 - **Sequence flow** – a 'sequence flow' shows what comes next.
 - **Activity** – an 'activity' is something that takes time or resources and is used to denote an operation performed.
 - **Gateway** – a 'gateway' denotes the decisions that are taken in each process and is used to fork, merge or join different paths (information flows).
 - **Pool** – a 'pool' represents a participant in a process. It is also used to partition activities from other pools.
 - **Swimlane** – a 'swimlane' is a sub-partition within a pool and is used to organise and categorise activities.
- BPM brings clarity and provides one consolidated view. What's vital for a model to be efficient:
 - The **start and end** points should be clearly visible.
 - The **activities** that are performed are correct and the order is sequential and logical.
 - The **people** who perform the activities are obvious.
 - The **documents and forms** used and exchanged between pools are clearly identified.
 - The **desired outcome** of the process should be clearly defined.

4 Course summary

- A fundamental principle of the EU, and key element of moving together in a strategic direction, is that the EU Customs of the Member States work as seamlessly as if they were a single entity.
- The purpose of BPM is to illustrate a complete business process, enabling managers, consultants, IT team and staff to improve the flow and streamline the process.
- BPM is widely used in business, administrations, organisations, etc., therefore, many resources exist. There are many online resources accessible from the Library button on the navigation bar.

5 Where can you find more about BPM

Further detailed information on BPM and access to the eLearning course be found on the EUROPA website: https://ec.europa.eu/taxation_customs/eu-training/general-overview_en.

*Remember, this is a quick and handy summary of the most relevant course information.
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