

## Business Process Analysis (BPA): Practical Implementation

Workshop on National Trade Facilitation Strategy of  
Kyrgyzstan and Business Process Analysis (BPA)  
Foundation Training  
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## Agenda

1. Defining the Scope of a BPA Project
2. Planning a BPA Project
3. Conducting Business Process Modeling



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## Scope of a BPA Project

### Business domain of interest

- Within an organization e.g., in-house software development
- Across organizations e.g., customs clearance, issuance of permit for crocodile skin import, frozen shrimp export

### Coverage

- The stage of the international supply chain under investigation i.e., "Buy", "Ship", or "Pay"
- The environment and conditions in which the business domain of interest operates such as mode of transport, term of delivery, term of payment, country of destination, country of origin (given that regulatory requirements vary from one country to another)

### Strategic importance

- Public sentiment
- Legislative priorities
- Economic rationale e.g., strategic export product, perceived threats in the international trade



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## Tips

- Be precise on the scope of the BPA
  - Specify the environment and conditions in which the business domain of interest operates at the early phase of the BPA project
- Set the scope from the project beneficiary's perspective
  - With limited resources, detailed modeling and analysis of business process for exporting one product is not possible. In this case, the project emphasis should be oriented towards project beneficiary.
    - If the beneficiary is an exporter, the emphasis is on what the exporter has to do in order to ship the cargo to the destination country.
    - If the beneficiary is a carrier, the emphasis is on what the carrier has to do in order to leave the port of departure.
- Break the project into sub-projects if the scope is relatively large
  - E.g., if the project requires the analysis of business process for exporting 10 country's strategic products, break the project into 10 sub-projects and define the project scope for each of them



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## Drawing a Use Case Diagram (1)

Based on the outcome of **desk research**,

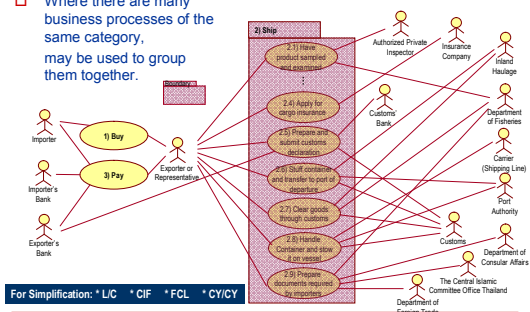
- Identify key business processes and name it using a descriptive verb phrase
  - Clear goods through customs
  - Handle Container and slow it on vessel
- Identify stakeholders
  - Exporter or Representative
  - Customs
  - Inland Haulage
  - Port Authority
  - Carrier (Shipping Line)
- Identify relationships between stakeholders and key business processes



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## Drawing a Use Case Diagram (2)

- Where there are many business processes of the same category, may be used to group them together.



For Simplification: 'LC' 'CIF' 'FCL' 'CY/CY'



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## Sample Interview Questions (2)

### Information Flow Analysis:

- With which **other actor** in the business do you need to communicate?
- What kind of **data** do you exchange?
- What kind of **information** do you send to which actor?

### Time Analysis:

- How **much time** including waiting time in average hours or days does it take to complete this entire business process from the beginning to the end?  
What is the maximum and minimum time?
- How **many actual man-hours** does it require to complete this particular activity in this business process?

### Cost Analysis:

- How **much in average** does it **cost** to complete this particular activity in this business process or to process one document?

### Suggestions for Improvement:

- What are **problems/ bottlenecks** you encounter in procedures and regulations to import or export?
- What are **improvements** that you would like to see in the near future?

## Conducting the Interview

- 1 – 2 Process analysts per an interview session
- Obtain permission from the interviewee prior to recording the interview.
- Keep the interview free-flowing and conversational, yet within a basic structured framework
- Seek interviewees' opinions and observations on bottlenecks and issues that should be improved, why, and how to improve them.
- Write down everything
- Summarize key points to confirm with interviewees correct understanding
- Respect time schedule

**Thank you**

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