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Snippet from [Wikipedia: Business process management](#)

Business process management (BPM) is the discipline in which people use various methods to discover, model, analyze, measure, improve, optimize, and automate business processes. Any combination of methods used to manage a company's business processes is BPM. Processes can be structured and repeatable or unstructured and variable. Though not required, enabling technologies are often used with BPM.

As an approach, BPM sees processes as important assets of an organization that must be understood, managed, and developed to announce and deliver value-added products and services to clients or customers. This approach closely resembles other total quality management or continual improvement process methodologies.

ISO 9000:2015 promotes the process approach to managing an organization.

...promotes the adoption of a process approach when developing, implementing and improving the effectiveness of a quality management system, to enhance customer satisfaction by meeting customer requirements.

BPM proponents also claim that this approach can be supported, or enabled, through technology. As such, many BPM articles and scholars frequently discuss BPM from one of two viewpoints: people and/or technology.

BPM streamlines business processing by automating workflows; while RPA automates tasks by recording a set of repetitive activities performed by humans. Organizations maximize their business automation leveraging both technologies to achieve better results.

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External links:

- [https://cio-wiki.org/wiki/Business_Process_Management_\(BPM\)](https://cio-wiki.org/wiki/Business_Process_Management_(BPM))
- http://www.what-is-bpm.com/bpm_primer/bpm_primer.html

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