

## **BUSINESS PROCESS MANAGEMENT B INTERNATIONAL ENVIRONMENT**

### **List of questions for the Exam**

1. Describe the main components of the external environment of the enterprise.
2. Give the definition of a business process as a value creation process and a description of the business process using the "black drawer" method, or a hybrid definition. Justify your choice.
3. Explain the essence of systems analysis as a universal scientific methodology.
4. Explain the essence of the system approach. Give the main stages of the analysis of the enterprise on the basis of a systems approach.
5. Explain the essence of the process approach and its difference from the functional one.
6. Give the basic concepts of the method of "black box".
7. Define "System" and give examples of different types of systems (socio-economic, informational, technical, biological, physical, etc.) and try to describe their main properties.
8. What are the basic ideas and principles of systems analysis used in research of enterprises, organizations, firms?
9. Describe the economic system from the standpoint of systems analysis.
10. Explain the rule of optimization of system connections (according to Optner).
11. Explain what is the essence of the emergent property? Give examples.
12. What is the process of abstraction in the study of the system?
13. Explain the essence of the system property.
14. What is the manifestation of systematic thinking?
15. Describe the concepts of analysis and synthesis.
16. What are the typical structures in the organization? Characteristics-call them.
17. Describe the basic classification of business processes.
18. Describe the classification of business processes on the basis of result formation
19. Describe the classification of business processes by the nature of the product
20. Describe the classification of business processes in relation to customers
21. Describe the classification of business processes according to the level of detail of the review
22. Describe the classification of business processes by direction of movement
23. Describe the classification of business processes by type of activity
24. Describe the classification of business processes according to the degree of impact on the success of the organization
25. Describe the classification of business processes according to the degree of connectivity of individual parts
26. Describe the essence and purpose of business process modeling

27. Describe the process of building a model
28. What opportunities does the business process model provide to the manager?
29. Explain why model adequacy is important in modeling actual processes in the organization?
30. Describe the economic system (inputs, outputs, environment, structure, etc.). Assess the degree of its adequacy.
31. Describe the sequence of development and description of the business process model
32. Explain the essence of the term "business process management"
33. Explain why notations are used in business process management?
34. Describe the IDEF0 notation (system structure, functions, resource flows, information).
35. Describe the EPC notation
36. Describe the BPMN notation
37. Describe the main approaches and methods of analysis of the international (external) environment of the enterprise.
38. List the typical components of the business process in the structure of the sales channel
39. Give the classification of intermediaries in the sales channel
40. Explain the difference between sales policies and sales strategies and tactics
41. What is the additional value provided by intermediaries in the sales channel in the end result of the business process
42. Give the task of the processes of the internal environment of the sales system of the enterprise
43. Describe the stages of formation of sales distribution according to F. Kotler
44. Describe the stages of formation of distribution distribution according to L. Stern
45. Describe the stages of sales formation by L. Gorchels and E. Marien
46. Describe the management functions in the sales system
47. Explain the nature and objectives of diagnostics to form an effective sales channel
48. Explain the idea of a value chain according to M. Porter to form the value of the business process result
49. Explain the idea of a value chain according to McKinsey to form the value of the business process result
50. Describe the main approaches to improving business processes
51. Describe the features of business processes related to the consumer
52. Describe the features of business processes related to finance
53. Describe the features of business processes related to production
54. Describe the features of business processes related to personnel management
55. Describe "The role of quality system in business process management."
56. Describe methods for evaluating the effectiveness of business processes
57. Describe the criteria and indicators for evaluating the effectiveness of business processes.
58. Describe the purpose and features of business process reengineering