

# Business Process Management

## Business Process Management in Microsoft Dynamics AX

### BENEFITS:

- Increase the knowledge and motivation of your employees by communicating key strategies and progress
- Establish the link between high-level strategic planning and operational-level execution
- Get a more holistic view of your business processes
- Improve productivity by helping ensure that employees follow the correct sequence of actions in a business process
- Track the status of all actions and check that they are followed up appropriately
- Assess current performance levels, identify strengths and weaknesses, and outline improvement initiatives

Business Process Management for Microsoft Dynamics™ AX provides the actionable information you need to develop and manage your business processes by identifying key factors that support your business strategy.

(dmo) Actions - Action: 11, Conduct annual customer sat.

Person in charge: [ ] From date: [ ] To date: [ ] Status: Scheduled: ☒ Started: ☒ Finished: ☒

Date interval code: [ ] View sub-actions: ☒

B.	Q.	Action	Action type	Description	Start date	End date
✓		1	Service	Regional expansion	01-01-2002	30-06-2002
✓		10	Feedback	Customer satisfaction survey	01-08-2002	30-09-2002
▶	⚠	11	Feedback	Conduct annual customer sat.	01-08-2002	30-09-2002
⚠		12	Infrastruc	Safety Program	01-09-2002	31-12-2002
⚠		13	Feedback	Customer satisfaction ratings	01-06-2002	30-09-2002
⚠		14	Perform	Identify team duties and resp.	01-06-2002	30-09-2002
⚠		15	Infrastruc	Provide opportunities	25-06-2002	25-06-2002
✓		16	Infrastruc	Policies and procedures	01-01-2002	31-03-2002
✓		17	Feedback	Employee satisfaction survey	25-06-2002	25-06-2002
✓		18	HR	Personal development plan	01-02-2002	31-03-2002
✓		19	Infrastruc	Internal communication plan	01-02-2002	28-02-2002

Reference type: [ ] Reference: [ ] Reference description: [ ]

Buttons: Response, Dependencies, Show reference, Subactions, Create actions, Questionnaire, Start, E-mail, Outlook

Helps ensure that all employees, managers and executives have the same understanding and agree with these key driving elements for the organization

## **Effective planning and action-oriented information**

Making a decision and following through with appropriate action is easier when your employees have a goal or strategy in mind. Action-oriented information is essential when setting clear goals for individuals or businesses.

## **Focus on goals and actions**

Help ensure that strategic processes become a natural part of every employee's daily work and get the most value from your resources. Create a shared understanding of the organization's focus and goals.

## **Flexible action management**

Business Process Management in Microsoft Dynamics AX helps users establish and manage actions. When you set up actions, the program automatically helps ensure that your employees follow a standard structure, with follow-up as a natural part of action planning. Using the structured and intuitive tools of Business Process Management, your employees can focus on what's important, by defining personalized actions, setting their own priorities, and selecting and sorting various types of information such as action status, responsible persons and date intervals.

## **Accelerate business performance**

Align managers and employees with your business strategy and improve accountability by directly linking the daily work employees to the company's strategic goals, and plainly show each employee how their efforts contribute to company results.

## **Increase transparency in your business processes**

Increase your employees' motivation and productivity by letting people at all levels openly see the measures that matter to them. You can still help maintain the security of your business information because managers have the ability to control access to sensitive data.

## FEATURES:

### Strategic Planning

Identify, control and monitor the progress of your business's overall strategy or an employee's individual development plan. You can either set up the plan as a main plan or a sub-plan with accompanying references.

### Best Practice Template

Establish procedures for regular tasks that are in accordance with your company's best practice policy. Templates give you an unlimited choice in the number of actions that you can simultaneously create and distribute to the responsible people.

### SWOT Analysis

Register SWOT analysis results.

### Action Planning

Decide which data in Microsoft Dynamics AX should be used to create the foundation for action-oriented efforts such as campaigns, customer satisfaction, employee performance reviews and recruitment tasks and control which tasks are delegated to individual employees.

### Actions Management

Employees can define personalized actions, set their own priorities, and select and sort various types of information such as status, responsible persons and date intervals.

### Response and Tracking

Manage respond to actions, create diverted actions, and require actions between employees. Setup the system so that a given response automatically suggests a new action.

### Microsoft® Outlook® integration

Send actions as e-mail or create as tasks in Microsoft Outlook.

For more information about Business Process Management for Microsoft Dynamics AX, visit [www.microsoft.com/dynamics/ax](http://www.microsoft.com/dynamics/ax).

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