

# **MODELLING AND MAPPING UNIVERSITY BUSINESS PROCESS Level 0**

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## **ABSTRACT**

The rapidly growing era of globalization has created challenges, barriers and competition for every organization, it is demonstrated with increasingly higher market demand in many aspects. To answer the challenges the organization must be able to manage the business process well, the existing business process should be able to respond quickly responding to changes in existing conditions and can provide value (creates value) for customers. Business Process Management is a comprehensive framework of business process management that can help organizations manage their business well, and systematically to improve the effectiveness and efficiency of every process and system at each level of the organization. Business Process Mapping at University in Indonesia using SIPOC at level 0 consists of 3 (three) core processes namely the process of education, research and community service, 4 (four) directing processes namely strategic planning process, quality management & quality assurance, performance management and KPI as well as organizational and business development and 5 (five) supporting processes namely HR management, ICT management, general affair management, financial and accounting management and marketing and the community relationship management.

## **Keywords**

Business Process, Business Process Management, Value Chain, SIPOC Diagram

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