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**Overview**

This NOS is about managing business processes to make sure the organisation delivers outputs that meet customers' needs and stakeholders' needs, and organisational and legal requirements.

The NOS is recommended for middle managers.

# IMIARBG13

## Business Management

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### Performance criteria

- You must be able to:*
- P1 design processes that deliver outcomes based on organisational goals and aims
  - P2 ensure processes and resources are sustainable and effective in their use
  - P3 identify and provide the resources you need
  - P4 take account of influences that may affect and shape how processes work
  - P5 link processes so that they interact across the organisation to form a complete system
  - P6 provide information and support for staff and other stakeholders involved.
  - P7 define process responsibilities
  - P8 develop process measures that are affordable and provide enough information for people to decide how to manage the process
  - P9 establish and use effective methods to review and improve the process

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## Business Management

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### Knowledge and understanding

*You need to know and understand:*

- K1 principles and models of effective process management
- K2 how to define business processes
- K3 types of business process measures and how to assess their suitability
- K4 how to ensure processes and resources are sustainable and effective in their use, and the importance of doing so
- K5 the difference between process outputs and outcomes
- K6 how to assess process changes for risk and reward against their potential investment cost
- K7 how to carry out cost and benefit analysis
- K8 types of analytical and problem-solving tools that you can use when developing business processes
- K9 how to measure the effect of changes in the business process

*You need to know and understand:*

#### **Industry/sector specific knowledge and understanding**

- K10 the sector and market in which your organisation works
- K11 relevant sector trends, developments and competitor performance that affect your business processes

*You need to know and understand:*

#### **Context specific knowledge and understanding**

- K12 your organisation's aims and goals
- K13 your organisation's structure, values and culture
- K14 how your organisation adds value through delivering its products, services and processes
- K15 the needs of your actual and potential customers and other key stakeholders
- K16 your organisation's products, services and processes and the interdependencies between them
- K17 measures of process performance that are relevant to your organisation

### Additional Information

#### Skills

Listed below are the main generic 'skills' which need to be applied in managing business processes. These skills are explicit/implicit in the detailed content of the NOS and are listed here as additional information.

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1. Communicating
2. Information management
3. Analysing
4. Assessing
5. Presenting information
6. Influencing
7. Persuading
8. Negotiating
9. Problem solving
10. Prioritising
11. Thinking systematically
12. Thinking creatively
13. Reviewing

# IMIARBG13

## Business Management

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**Developed by** IMI Ltd

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**Validity** Current

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**Status** Original

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**Originating organisation** IMI Ltd

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**Original URN** (MSC F3)

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**Relevant occupations** Engineering; Vehicle Trades; Communications Officer

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**Suite** Accident Repair – Body; Local Government Skills

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**Key words** business, management, strategy, planning