
APPENDIX B - GLOSSARY

The following definitions are provided for the purposes of this report. The terms used in this report are defined as follows:

Business Process: A series of related tasks that are performed in a specific order to accomplish an objective. Business processes are the backbone of any organization, and they are essential for the success of the organization. Business processes are defined as a set of activities that are performed in a specific order to achieve a specific goal. Business processes are defined as a set of activities that are performed in a specific order to achieve a specific goal.

Business Process Management: The systematic approach to the design, implementation, and improvement of business processes. Business Process Management (BPM) is a systematic approach to the design, implementation, and improvement of business processes. Business Process Management (BPM) is a systematic approach to the design, implementation, and improvement of business processes.

APPENDIX C - REFERENCES

CITATIONS

The following references were consulted in the preparation of this report. The references are listed in alphabetical order:

Business Process Management: The systematic approach to the design, implementation, and improvement of business processes. Business Process Management (BPM) is a systematic approach to the design, implementation, and improvement of business processes.

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