

## CHAPTER OVERVIEW

### 8: Business Processes

#### Learning Objectives

Upon successful completion of this chapter, you will be able to:

- Define the term business process
- Identify different systems needed to support business processes in an organization
- Explain the value of an enterprise resource planning(ERP) system
- Explain how business process management and business process engineering work; and
- Understand how information technology combined with business processes can bring an organization competitive advantage.

Business processes are the essence of what a business does, and information systems play an important role in making them work. This chapter will discuss business process management, business process reengineering, and ERP systems.

[8.1: Introduction](#)

[8.2: What Is a Business Process?](#)

[8.3: Summary](#)

[8.4: Study Questions](#)

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