

Implementation of Business Process Management System: A Case Study Relevant to Janitorial Industry (Sithumina Cleaning Service Pvt Ltd)

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Business Process Management (BPM) is the emerging concept that enables the business to simplify the business operation with technology. The main aim of development of the concept related to the BPM within the organization is enhance the efficiency of the organization. This research study identified the research problem of increasing the business process issues with the manual work and decline the employee satisfaction. This research paper is designed based on the survey results conducted with 50 participants from the Sithumina” Cleaning Service (PVT) Limited. The survey result found that the business organization is carried out all the business process manual, and business stakeholders are not satisfied with the current process. The analysis is done with the different perspective of organization process and the automation of the process. As a result, the business recommends automating the business process using customized software developed as Business Process Management (BPM).

Keywords: *Business Process Management (BPM), Business Process Management Software (BPMS), Business transformation*

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