

Implementation of the business process management principles as a current management trend

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Economic crises, despite all efforts and measures, cannot be completely avoided. If an enterprise wants to survive in today's market full of constant changes, it has to keep up with all the new and ever more demanding requirements of the market, customers and its business partners. The emerging trends strive to hinder the current deficiencies and to lead to greater business flexibility and competitiveness. The business process management (BPM) can be understood as a way to prevent some crises or at least mitigate their effects. The subject of this contribution is the core idea of the BPM.

The intended audience of this contribution are the small and medium-sized enterprises (SMEs), which are an indispensable part of all advanced economies, yet they are often not given enough attention. In the field of BPM, the enterprises tend to consider the positives associated with the BPM to be useful only for large organizations, however untrue this may be. This impression stems from the fact that there is a great disparity between the research of BPM in large enterprises and SMEs. This piece of writing analyses the individual principles of the BPM in SMEs. The key principles of the BPM include formulation of the strategy, its record in writing, development of the strategy into plans, creation of process maps, formulation of indicators of process performance, regular performance evaluation of the processes, introduction of the ISO Standards, outsourcing, involvement in supplier networks and the integration of customers into production.

Using statistical methods, the correlation between the level of BPM implementation and the principle of the process performance indicators determination was not proved on the basis of the above mentioned principles. The same conclusions can also be come to in terms of the principle of periodic performance evaluation and the principle of customers' integration into production.