



1. The first step is to identify the problem.

2. The second step is to analyze the problem.

3. The third step is to develop a solution.

4. The fourth step is to implement the solution.

- **Business Process Management (BPM)**
- **Business Process Re-engineering (BPR)**
- **Business Process Automation (BPA)**

Business Process Automation (BPA)
The use of software to automate repetitive business processes, such as data entry, invoice processing, and payroll.