

Business Process Management (BPM) Integrated with Daily Management (DM) to Sustain Organizational Performance in Lean Manufacturing Industry

De Silva, P. H. S. C.¹

Business process management (BPM) and Daily management (DM) are both recognized for improving organizational performance through continuous improvement, yet their similarities and differences have been poorly discussed so far. This paper aims to explore with both methodologies of improving sustainable operational performance in Lean manufacturing industry. The purpose of this study is to explore the link between Manufacturing Strategy cascading into DM, while improving internal functional business processes through BPM discipline hence sustainable operational performance in Lean manufacturing industry. This paper approach was used to explore the relationships between various prerequisites of integration and to understand “how” or “why” their presence may influence the success of sustaining integration. LM itself comprise of different management systems and methodologies. Both methodologies BPM and DM seek continuous improvement with focus on the customer and process standardization have the potential to bring to organizations gains in cost reduction, waiting times and quality increase. Regarding the observed differences, the main flow type analyzed by each methodology (information and materials for BPM and DM, respectively) and the type of vision used by both to develop the culture of continuous improvement are highlighted (top–own and bottom–up, for BPM and DM, respectively). In the authors ‘view, these differences are fundamental so that these BPM and DM methodologies can be applied in synergy within the same organization. This paper extends theoretical contribution in production and operations management literature, highlighting how social and technical practices have to interact to enable a successful lean manufacturing implementation.

Keywords: *Business process management, Daily management, Integration, Lean manufacturing industry, Sustain organizational performance*

¹ Faculty of Graduate Studies, University of Kelaniya, Sri Lanka [saseendra.desilva@gmail.com]