Business Process and Documentation Tools

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**Introduction**

Different businesses worldwide have various ways of operations. Having a proper business process aids in the smooth running of the company. Every step in each process highlights other tasks assigned to different participants. Therefore, a business process acts as a building block for various related ideas like business management, automation, etc. This paper seeks to define a business process and look into some of the different documentation tools in a business process and why they are essential.

Therefore, a business process is a series of steps performed by a group of individuals; in most cases, stakeholders to help attain set organizational goals. A business process is characterized by different stages, with each step denoting the complete task assigned to every individual. This process is deemed very crucial as it acts as a building block for various related ideas, including process automation and business process management (Mendling et al 2018).To keep an organization cohesive, the following documentation tools are required.

Trello, a project management tool, allows an organization to help various setup processes and move these projects along specified steps until they are completed. An organization would create boards for multiple functions and organize them by teams, allowing each department to clearly outlined roles.

Podio is more of a flexible company that can use, however, primarily used for larger companies. Podio is used to juggle through several projects and processes (Pintado, Banuelos, Dumas & Weber, 2017). An organization with very high needs will require Podio as a solution.

A confluence is a tool mainly used for tech companies. It has eased how to plan out projects, communicate further updates. Confluence has been used to keep essential documents and outlining specific departmental duties.

All these tools are essential as they improve organizational performance and operational agility by optimizing core processes (Viriyasitavat, DaXu & Sapsomboon, 2018). Different documentation processes have enabled employees to gain insight from both mistakes and success.

**Conclusion**

For an organization to be successful, a proper business process is essential in their plans. Different tools of documentation have to be used then to enable improve organizational performance.

References

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