

Business Model

The starting point for process improvement is identifying the relevant business processes within a business function (business model) and value chain.

- Level 1 **Business Model** The main business function including all components.
- Level 2 **Value Chain** The high-level linear flow of how an outcome is achieved.
- Level 3 **Business Process** The inputs, steps and outputs in a part of the value chain.
- Level 4 **Procedures** The specific actions involved in completing each step.