



## Business Process Development Best Practice Guideline

### What is Business Process Development (BPD)?



BPD is a method of managing and improving ongoing processes to help an organization operate more effectively and efficiently.



Studying, identifying, and monitoring daily operations to reach and maintain optimal efficacy/efficiency.



Formalize, document, and routinize via standardized operating procedures.

### Why is BPD important for HIV surveillance?



#### Increased Efficiency

- Streamline activities involving large amounts of data across departments.
- Maintain a comprehensive understanding of data sources, users, transfers, reporting requirements, and data use practices.
- Minimize duplicative efforts and inefficient processes.



#### Standardized Activities

- Standardize, formalize, and optimize activities to enhance data quality, routinize data-use, free up staff time, and utilize resources effectively
- Existing documentation and processes can be utilized for training new staff



#### Framework for Ongoing Enhancements

- Strong business process understanding is an essential precursor to large-scale systems overhaul, effective data-driven intervention design, and continues quality improvement.
- Enacting ongoing business process review can uncover inefficiencies for implementation - overall strengthening of surveillance units.

### Business Process Development Cycle

