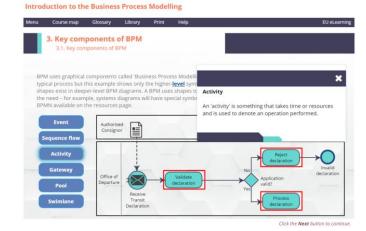# BPM – eLearning module

This easy-to-use eLearning module is one of the courses from an extensive EU eLearning programme on Customs and Taxation.

The course is a short introduction to the concept of BPM **(Business Process Modelling)**.and its use in the Customs field.

Business Process Modelling is the activity of representing processes, so that the current process may be correctly understood, analysed and improved. BPM helps to represent the process in an universal way independent from the language as it is mainly using graphical tools. The purpose of BPM is to illustrate a complete business process and obtain a simplified and streamlined process.

> The purpose of BPM is to illustrate a complete business process and obtain a simplified and streamlined process. The process(es) featured in a **BPM** can be very simple or highly complex, and will typically involve **different departments** working together.

To fully benefit from this course, we recommend to integrate the course in your own training programme and to develop a full blended learning programme.

Target audience

As the course does not contain sensitive information, it is available not only for **national customs administrations**, but also for **traders** and **trainers**.
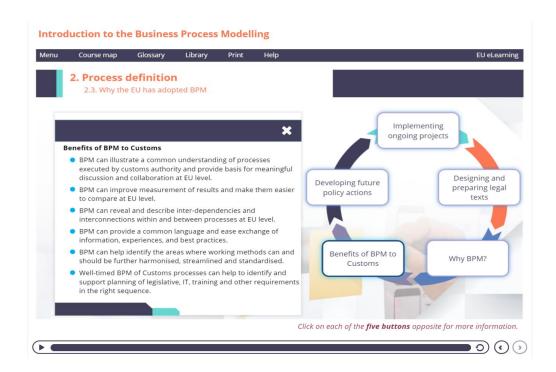
Learning objectives

By the end of this course, you will understand:
- what BPM and its basic elements are,
- why and how BPM is being used in the EU,
- the purpose and benefits of BPM,
- how to implement BPM.

Course duration

The course takes 45 minutes.

Introduction to the Business Process Modelling

Menu   Course map   Glossary   Library   Print   Help   EU eLearning

2. Process definition
2.3. Why the EU has adopted BPM

Benefits of BPM to Customs

- BPM can illustrate a common understanding of processes executed by customs authority and provide basis for meaningful discussion and collaboration at EU level.
- BPM can improve measurement of results and make them easier to compare at EU level.
- BPM can reveal and describe inter-dependencies and interconnections within and between processes at EU level.
- BPM can provide a common language and ease exchange of information, experiences, and best practices.
- BPM can help identify the areas where working methods can and should be further harmonised, streamlined and standardised.
- Well-timed BPM of Customs processes can help to identify and support planning of legislative, IT, training and other requirements in the right sequence.

Implementing ongoing projects

Developing future policy actions

Designing and preparing legal texts

Benefits of BPM to Customs

Why BPM?

*Click on each of the **five buttons** opposite for more information.*

Particularities of this course

This course is designed to address the needs of multiple profiles. Some screens will require action from you, others not. You can always replay a screen if you need to, or use the back button to recap.

You may interrupt your course. When reopening the course you can resume where you have left the course off.

Besides the menu, a course map allows you to quickly access to the sections and subsections. The course map is placed in the upper toolbar of the course.

Available languages

The course is available in English.

Consult the table on the EUROPA website for the availability of further EU language versions.

How to start and use this eLearning course?

The eLearning module is free to download and is easy to use.

- Freely download the eLearning module using the *download form.*
- Select the eLearning in the drop down menu.
- You have the choice between 'non-SCORM' (iso, exe, html/html5) and 'SCORM' (for LMS systems).
- Read the Quick Start Guide available in the downloaded zip folder. It explains how to install the courses to your system.
- Using the course does not require a high level of information technology skills from the learners.
- In case of technical issues contact first your local administrator. If the problem persists, send the description (including screenshots) to taxud-elearning@ec.europa.eu

Contact: DG TAXUD / E3
Management of Programmes & EU training
taxud-elearning@ec.europa.eu

https://ec.europa.eu/taxation_customs/eu-training/general-overview_en

Taxation and Customs Union