



Title: **BMP in the analysis of sale energy electric**

**Authors: GONZÁLEZ-RAMÍREZ, Claudia Teresa, COLÍN-MORALES, José Manuel,
VALDESPINO-MORA, Rebeca and SÁNCHEZ-RIVERA, Nubelina**

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ECORFAN-México, S.C.

143 – 50 Itzopan Street

La Florida, Ecatepec Municipality

Mexico State, 55120 Zipcode

Phone: +52 1 55 6159 2296

Skype: ecorfan-mexico.s.c.

E-mail: contacto@ecorfan.org

Facebook: ECORFAN-México S. C.

Twitter: @EcorfanC

www.ecorfan.org

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Introduction

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At present, with the technological advances that are presented day by day, it is easier to manage the information generated by an organization, a large amount of information is operated which must be archived, consulted, eliminated or modified, all this in order to achieve their objectives and goals, make use of various analyzes, from filtering and eliminating those data that are not useful, thus facilitating the operations and processes of a company, improving the quality and the times that these entail. Requiring technological solutions from clients to enhance long-term business growth, allowing BPM (Business Process Management) to favor the management of business processes as a strategic technique, which provides the generation and control of changes in an agile way, timely and reliable for the achievement of the objectives of the company.



The implementation of the BPM stream gives us a positive impact on the organization, reflecting an increase in its income, more productive and satisfied employees, improvement of customer service processes and quality improvement. As such, BPMN is a flowchart-based notation for defining business processes, from the simplest to the most complex and sophisticated to support process execution. Since BPMN is a standard notation, it incorporates a large number of terms used in the description of the modeling process that are of great importance.

With BPM tools, an organization has the possibility of defining its processes in a computer application, organizing information and people's work, controlling their execution in real time and through adequate monitoring.

The management of a company through a computer system can be optimized with processes designed and constantly monitored, which brings advantages to the organization with viable information, data collection facilities and help in making tactical and strategic decisions of a company. agile and assertive way. BPM is a set of methods, tools and technologies used to design, represent, analyze and control operational business processes



Methodology



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BPM encompasses people, systems, functions, businesses, customers, suppliers and partners (Garimella 2008). It is considered as a technological strategy based on the excellent efficient and effective articulation between modeling, its execution and the measurement of the same that Ana better takes decision-making and is an approach focused on processes to improve performance that combines information technologies with process and governance

BPM technology is considered as a strategy for the management of business processes and an improvement of business execution from the effective and efficient articulation between their modeling, execution and measurement, generating better decision-making and business performance.

The energy supplier company is a commercial business, focused on the sale and distribution of electrical energy; being the leading company at the national level and one of the most important worldwide. Being the main supplier of electricity at the national level, it maintains certain sales goals for its different regions and



Methodology



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Methodology to be developed
Once the psychological and formal commitments with the head of the area are established, the object of change is identified to achieve the desired state through logistical assurance, relationship building and understanding of the situation.

Conceptual:
Implement a system for the analysis with BPM of energy sales by route within the Zitácuaro agency; analyzing the values obtained in past months evaluating them with current figures to see if the goal in sales per route is achieved; as well as evaluating various meters within the route for possible repairs and modernizations.

BPM model, description of the actions of a system from the user's point of view with a business focus. For system developers, this is a valuable tool, as it is a successful technique to obtain the system requirements from the user's point of view.

Development
The interface is done in a simple and intuitive way so that it can be operated smoothly and easily.

Implementation
The company has weak sales targets (identified in the formal commitments phase). Once granted, explained and trained on the BPM ideology with the main stakeholders, they understand that it is essential for the organization to seek to recognize the processes that are executed in order to measure and manage them, so that it is possible to make improvements and evolutions in the processes.

Diagnosis:
The determination of the diagnosis is based on the application of 2 instruments:

Diagnosis for Quality Process for Organizational Development



Methodology



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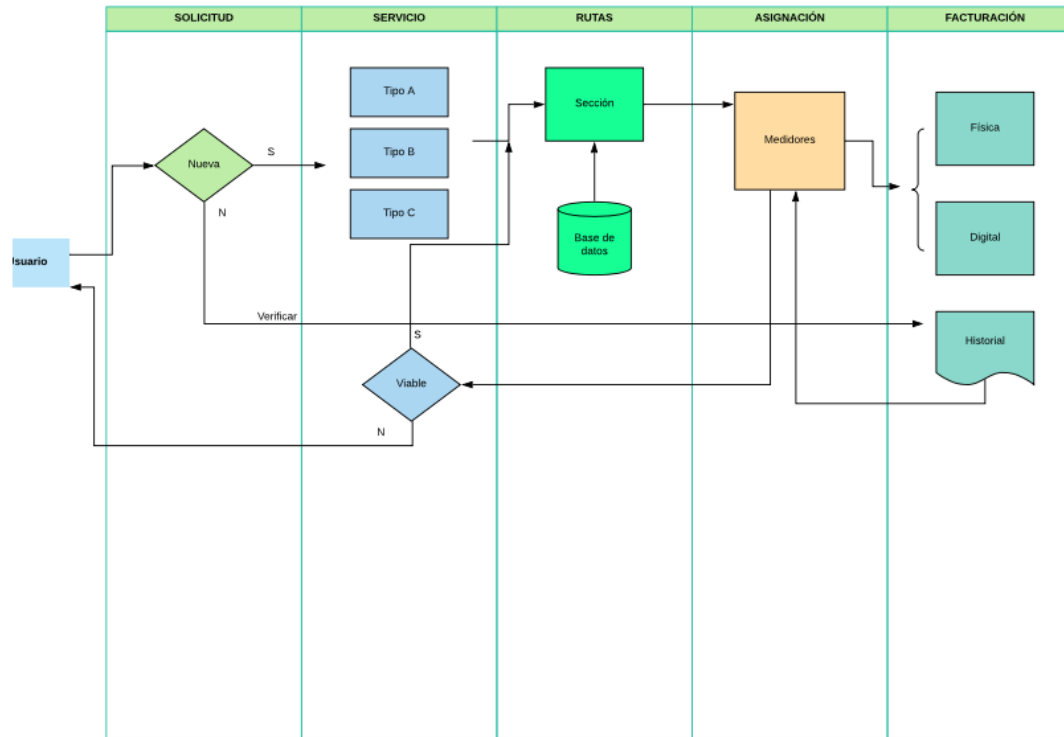


Figure 1. Sales Master Process



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Methodology



The technology is necessary to be implemented in parallel, so in the meetings with those involved, the determination was made to systematize the processes identified in the master sales process in figure 1, since they are convinced that in this way they will give an opportunity to the achievement of goals in the area. The elements of software engineering were attached to the application and at all times the experts in each area provided the precise requirements for their systematization, in addition to that the staff felt satisfied since they were considered in that decision making as end users. The systematization was carried out to the following processes:

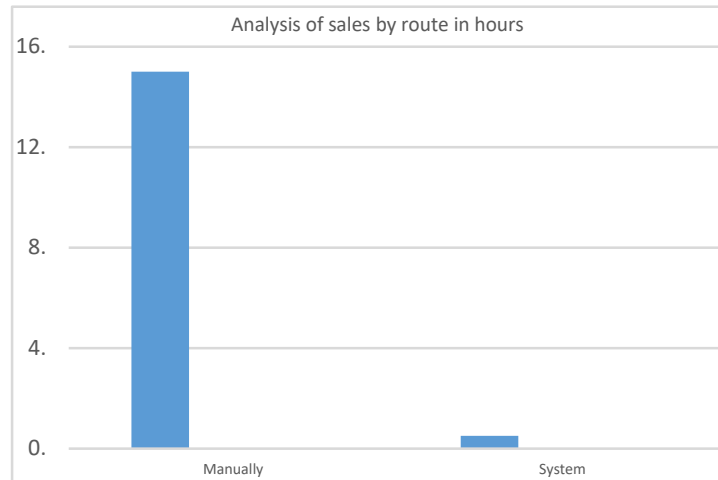
- Users
- Application
- Types of Services
- Routes
- Meter assignment
- Billing



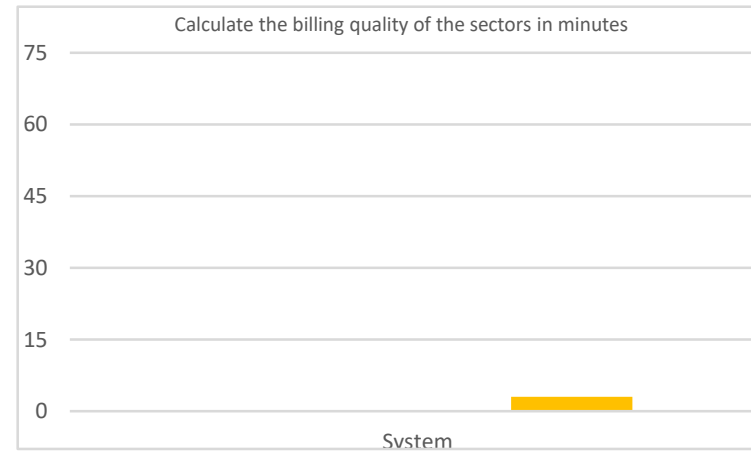
Results



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Graph 1. Sales analysis



Graph 2. Billing quality



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Results



The technology in systems for the analysis of energy sales by route, was of great help for the management of sales within the corresponding department and the organization, since it provides reports with truthful information that is useful for decision-making, allowing In this way, we can improve sales and provide quality service to customers. It monitors the losses that the company has due to illicit uses of energy; It allows to create strategies to increase or recover sales, and in the same way it will allow the modernization of meters that require updating; as well as it will also allow managing the performance of its workers based on sectors based on the quality of billing they obtain.



Conclusions

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With the results obtained, they denote the need that once the analysis and discovery stage is implemented, the BPM process design in the organization is monitored, since we must be with the continuous improvement approach, and the processes already defined with the time should be improved or changed according to the growth of the organization without leaving aside:

- Goals and objectives,
- Performance,
- Work flow,
- Platforms and technologies,
- Data source,
- Operational and Financial controls
- Integration with other processes.

The new business management technologies have taken into account the trajectory that has emerged so far in terms of processes and quality. That is why the design and technological development environments have involved these trends, models and quality measurement methods, making solutions more agile, friendly, graphic and simple, integrating business processes. We can then determine that the hypothesis is fulfilled



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