Business Process Management (BPM) stakeholders

Managing a bpm project? Business Process Management (BPM) involves particular stakeholders who are specialists in BPM. A project manager involved in a BPM project may have other stakeholders to consider like the internal project team, end users and so on, but when identifying their stakeholders they should also look for people or groups who fulfill these roles:

BPM Stakeholder role	Stakeholder description
Chief Process Officer	This person will be accountable for business process management within the organisation, standardising and streamlining business processes. They will own the bpm method, BPM lifecycle, plans and strategy. They will be responsible for ensuring that bpm is embedded in the management philosophy.
Business Engineer	These are the subject matter experts for their departments or area. They are not necessarily technical, but they will know about the strategy for their divisions, the alignment to the overall business strategy and goals. You could also think of these stakeholders as the senior managers who will feed information into business process modelling for their specialisms, for example heads of HR, finance, IT, sales and so on.
Process Designer	Process Designers are the skilled individuals who are responsible for producing the business process models. They will work with the Business Engineers to research, observe and document the business processes. Designers will use Business Process Modelling Notation (BPMN) to model the processes.
Process Participant	These are the frontline or end users of the business processes. They will input to the process modelling by explaining their activities, hand-offs and dependencies within their processes.
Knowledge Worker	Knowledge workers are also process participants, but they use software to perform activities within a process for example, invoicing or payroll. They will have a detailed knowledge of the steps followed with the software applications used.
Process Owner	Each process should have an owner who is responsible for managing the process and identifying inefficiencies and improvements during the modelling and optimisation stages of the BPM lifecycle. They work closely with the process participants and process designers.
System Architect	System architects are responsible for developing or configuring the business process management systems (bpms). See an example architecture diagram for a BPMS.
Developers	During BPM new software solutions may be needed or existing solutions may be integrated with other solutions or customised to improve a business process.

These are the specialist roles that you might find on a BPM project. It is also worth checking this stakeholder list which lists 105 more generic stakeholder roles that may be involved. See also an overview of BPM.

See also [Examples of Stakeholders in Healthcare](), [ITIL stakeholders](), [IT project stakeholder mindmap](), [IT project stakeholder list](), [ecommerce stakeholder list](), [Construction stakeholders](), [Retail Stakeholders]() and [Structured Settlement stakeholders]().