

Business Process Analysis Workshops:  
System Dynamics Models

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# Preface

**T**hese workshops illustrate the use of system dynamics methods for business process analysis. The workshops focus on cross-functional interactions in business processes, and illustrate the use of system dynamics simulation to investigate potential improvements to business processes. The workshop models integrate a number of different system dynamics simulation methods, and thus they are most useful to study after you are familiar with the most common methods. The required background can be obtained from C. W. Kirkwood, *System Dynamics Methods: A Quick Introduction*, 1998, which is available from my World Wide Web page listed below.

The Vensim modeling package is used in the models. This package was selected because i) it supports a compact, but informative, graphical notation, ii) the Vensim equation notation is compact and complete, iii) Vensim provides powerful tools for quickly constructing and analyzing process models, and iv) a version is available free for instructional use over the World Wide Web at [www.vensim.com](http://www.vensim.com).

The models in the workshops can be downloaded from my system dynamics resource web page at [www.public.asu.edu/~kirkwood/sysdyn/SDRes.htm](http://www.public.asu.edu/~kirkwood/sysdyn/SDRes.htm).

