



## EXTERNAL EXAMINER'S REPORT ON DIPLOMA THESIS

**Name and Surname of Diploma Thesis Author:** Bc. Aparna Dwivedi

**The topic of the Diploma Thesis:** Business process management and optimization in the digital era.

**Name and Surname of Supervisor:** Ing. Athanasios Podaras, Ph.D.

**Name and Surname of External Examiner:** Ing. Martin Papik, PhD.

**External Examiner:**

- name of a company: Hewlett Packard Enterprise
- position: Technology Consultant HPC
- email address/phone number: martin.papik@hpe.com

	Excellent	Very good	Good	Failed
<b>I. Assessment of the thesis topic and its writing:</b>				
Thesis topic completion	X			
Application of implemented methods		X		
Analysis performed and its profundity		X		
<b>II. Assessment of thesis content and structure:</b>				
Clarity and coherence of thesis		X		
Currency of the topic, appropriate sources	X			
Processing of sources and acquired data		X		
Comprehensible and adequate conclusions	X			
The phrasing of the author's points of view	X			
<b>III. Assessment of thesis style:</b>				
Formal layout of thesis (i.e. text, tables, graphs)		X		
Style of thesis (i.e. use of formal language)	X			
Application of academic sources in the native language, including bibliographic references and citations	X			
Application of academic sources of foreign authors, including bibliographic references and citations	X			

**The evaluation for the diploma thesis in terms of meeting the thesis objectives, the application of implemented methods, and suggestions for measures taken, including formal layout, shall be stated in writing (see the following page).**

**Questions related to the diploma thesis defence:**

**1) What risks can we identify for Business processes design/implementation in general and how the risks are related to company financial/cost point of view?**

**2) In dynamically changing World today, what are the main challenges for good, efficient and effective BPM and BI, it is the time to adapt to new situation or readiness for another options implemented in process design .... etc?**



**I recommend the diploma thesis for defence.**

**Grade for the diploma thesis (Czech grading system): 2-VERY GOOD**

**Date 25.5.2023**

.....  
**Ing. Martin Papik, PhD.**  
**external examiner**

**Signature of thesis**

**General Evaluation of the Thesis:**

Please provide your text (at least 10 lines)

This diploma thesis is focused to organizations / corporate business processes design, mapping, modeling, redesign and application of different process methodologies. The theoretical part is really very wide and it describes many different approaches, student demonstrates good work with different sources and citations. My main advice is that "less is sometime more", I mean to be more focused to some particular methodology/strategy/tool like 1 or 2 of them and go little deeper in their description. Also some deterministic modeling tool can be included in this part.

In the practical part student is demonstrating the knowledge on optimization of defined process which is described by text and picture/diagrams. I'm little missing here some hard input data sample etc. (behind this process). Student is after also using modern cloud platform Salesforce CRM for new approach and process improvements demonstration. I like and appreciate this practical Salesforce CRM contribution where student use own sources and knowledge to achieve the goal.

The general goal set by author in the beginning of this diploma thesis was achieved.