

# Abstract

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Riva is a method for identifying business processes in two levels: the first one is the Hierarchical level , Process Architecture Diagram (PAD) and the second is the detailed level, Role Activity Diagram (RAD). The paper at hand reports the findings of analyzing an organization in the Egyptian context. The authors have conducted a set of interviews with key employees and decision makers. They have also immersed in the organisation and got the chance to closely monitor and observe how business processes were modeled. It is an attempt to understand the problem, clarify the organizational structure, and formalize the business process a business process modelling method called ‘Riva’ was used to model business processes of INCOM Egypt Company. The authors applied Riva method to the organization in order to develop the diagrams that help in understanding the nature of business of the company. It was clear that modelling the processes have helped formalize the existing processes, spot needed improvements, remove unnecessary processes, automating processes efficiently wherever feasible, while at the same time increasing the productivity and profitability