



Process Management: A Guide for the Design of Business Processes

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"Process Management" is a compendium for modern design of process-oriented companies. A hands-on approach to introducing, realizing and continually administering process management is presented with a thoroughly critical reflection of the necessary activities regarding the state-of-the-art of organization theory and information management. This is done by following the individual stages of a process model which has already successfully been proved in practice. The progress of the project is described by a continuous case study, which is the process management project of a modern service company. The included recommendations are summarized in a series of checklists for each stage of the project.

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