



# Business Process Management: Die neue Ablauforganisation (German Edition)

*C. F. Dobner*

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Unter dem Schlagwort Business Process Management versteht man ein Prozessmanagement, das dafür sorgt, Abläufe einfach, effizient und klar mittels IT-Unterstützung zu gestalten und auch zu verknüpfen. Business Process Management ist zweifelsohne eine wichtige und fundamentale Managementdisziplin, da sie einen unmittelbaren Einfluss auf die Unternehmensperformance hat. Dies belegen auch diverse aktuelle Analysen des renommierten Marktforschungsinstituts Gartner, welche die Entwicklung sowie die Trends des Business Process Managements bis zum Jahr 2014 prognostizieren. Auch die Hersteller sogenannter Business Process Management Werkzeuge verfolgen bei ihrer Entwicklung den Trend unstrukturierte, dynamische und vor allem auch komplexere Prozesse zu berücksichtigen.



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