



Prozessmanagement für Dummies (German Edition)

Thilo Knuppertz

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Geschäftsprozessmanagement als Managementmethode ist in aller Munde. Wollen auch Sie Ihre Abläufe richtig auf Vordermann bringen und so jede Menge Zeit und Geld sparen?

Thilo Knuppertz vom Kompetenzzentrum für Geschäftsprozessmanagement spannt in diesem Buch den Bogen von einer ersten Analyse Ihrer Prozesse zur Ermittlung von Effizienzchancen bis hin zur Einführung von neuen Prozessen.

Doch er zeigt auch, dass die Einführung neuer Abläufe und die Verteilung der Verantwortlichkeiten gut geplant sein muss, damit eine Etablierung und Umsetzung erzielt wird. Dabei vertritt er einen ganzheitlichen Ansatz: Eine Verbesserung kann nicht einfach nur von oben aufgestülpt werden, sondern alle Mitarbeiter müssen mit ins Boot. Geschäftsprozessmanagement ist damit ein langfristiges Instrument, mit dem die Arbeitsorganisation insgesamt angesprochen wird.

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