



Grundlagen Prozessmanagement: Der umfassende Einstieg (German Edition)

Thomas Grosser

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In einer bestehenden Organisation nimmt der Ablauf von Tätigkeiten, die sogenannten Prozesse, einen wichtigen Stellenwert ein. Ein Prozess ist eine Abfolge von Aufgaben, die durch Aufgabenträger und durch diverse Sachmittel unterstützt werden. Der erste Teil dieses Lehrbuchs zeigt eine Übersicht über die Organisationslehre mit den verschiedenen Elementen und Dimensionen des Organisationswürfels und gibt Anregungen wo Prozesse einzugliedern sind. Der zweite Teil vermittelt Basiswissen über Prozesse, Prozesstypen und Prozessebenen und zeigt auf, wie ein Prozess von A bis Z entwickelt wird.

Das Aufgabenbuch orientiert sich sehr stark an der Kapitelstruktur des Lehrbuchs und behandelt teilweise komplexe Fragestellungen, die somit den Lernprozess optimal unterstützen.

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