



## **BPM Best Practice: Wie führende Unternehmen ihre Geschäftsprozesse managen (German Edition)**

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Wie managen führende Unternehmen ihre Geschäftsprozesse? Was sind die Grundlagen des Erfolgs? Basierend auf einer Untersuchung der Business-Process-Management-Praktiken (BPM) in 17 Unternehmen zeigt das Buch, wie in Best-Practice-Unternehmen Organisation und IT-Systeme optimal aufeinander abgestimmt werden, um die Kundenorientierung zu steigern, Kosten zu senken sowie Flexibilität und Qualität zu verbessern. Der Band enthält eine Analyse der Erfolgsmuster, wichtige Umsetzungshinweise sowie einen Ausblick auf zukünftige Entwicklungen des BPM.

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