



Process Performance Management (German Edition)

Peter Muschick

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Studienarbeit aus dem Jahr 2011 im Fachbereich Informatik - Wirtschaftsinformatik, Note: 1,3, Technische Universität Dresden (Professur für Wirtschaftsinformatik, insb. Business Intelligence), Sprache: Deutsch, Abstract: Process Performance Management - Schon lange spielen prozessbasierte Ansätze bei vielen betriebswirtschaftlichen Ansätze eine Vorreiterrolle. Doch deren Management ist immer noch eine stark zu erforschende Disziplin. Denn es fehlt v.a. in der Wirtschaftsinformatik an etablierten Konzepten aus Unmengen von anfallenden Transaktions- und Stammdaten die essentiellen Informationen zu filtern und angemessen in Handlungen umzusetzen. Viele Unternehmen stehen vor der Frage, mit welchen Herangehensweisen sie ein erfolgreiches Process Performance Management umsetzen können, welches über das reine Performance Measurement hinaus geht. Denn nur ein vollständiger Ansatz garantiert auch eine kontinuierliche Verbesserung.

Diese Arbeit befasst sich mit Ansätzen zum Process Performance Management. Es wird ansatzweise eine Vorbereitung einer Definition vorgenommen um somit Struktur in diese neue Disziplin zu bringen und weitere Forschung(-ansätze) vorzubereiten.

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