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Sommario/riassunto	This book introduces to problems which have a concern for each executive in the operative management of industrial enterprises and is therefore e.g. also welcomed and expected by an interviewed company (see appendix A). These problems arise, beneath a lot of advantages, from the model of business process management which developed within the last few years. This model gets more and more implemented to the larger industry enterprises and make new and great demands on executive work. Business process management models contains, beside the traditional economic aim constructions, the integrated ma