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Nota di contenuto	Copyright; Contents; Figures; Author; Abbreviations; Preface; Introduction; 1 Basic process concepts; 2 Modelling a process; 3 Dynamism in the process; 4 Process relationships; 5 The three basic process types; 6 Preparing a process architecture; 7 Dynamism in the world; 8 Managing the modelling; 9 Discovering and defining processes; 10 Analysing for process improvement; 11 Designing a process; 12 Processes and information systems; 13 Processes and process systems; References; Index; Back Cover
Sommario/riassunto	Businesses need to adapt constantly, but are often held back by static IT systems. The 'Riva approach to Business Process Management' is a

way of analysing the mass of concurrent, collaborative activity that goes on in an organisation, providing a solid basis for developing flexible IT systems that support a business.