

Table of Content

ARIS : From the Vision to Practical Process Control	1
August-Wilhelm Scheer	
The ARIS Toolset	15
Wolfram Jost and Karl Wagner	
Business Process Management : A Core Task for any Company Organization	33
Wolfram Jost and August-Wilhelm Scheer	
Using SCOR and Other Reference Models for E-Business Process Networks	45
Mathias Kirchmer, George Brown and Herbert Heinzel	
Strategy and Processes. Two in One Project at ZEC Bydgoszcz SA	65
Witold Horowski, Paweł Olsztyński and Róża Czarnecka	
Using ARIS to Manage SAP Interoperability	87
Thomas R. Gulledge, Georg Simon and Rainer A. Sommer	
Business Process Improvement and Software Selection Using ARIS at a Mid-Market Manufacturing Company	109
Ed Brady and Marc Scharsig	
Business Process Management: Combining Quality and Performance Improvement	129
Andrzej Pluciński and Grzegorz B. Gruchman	
Process Design and Implementation with ARIS	149
Antonela Divić Mihaljević	
Using BPR Tools in Business Process Education	175
Alexander Hars	

Process Modelling and Simulation in the Media Industry : The Television New Zealand Example	187
Michael Rosemann and Steve Browning	
Business Process Analysis and Design for Performance Improvement in Utilities Companies	199
Karel Dietrich-Nespěšný, Paul Eschbach, Klaus Miksch and Karel Hrbek	
Design of a Process Model with ARIS Toolset for a Telecommunication Company	223
Marek Mitáček and Zdeněk Závodný	
ISO 9001 Certification of the Selection and Recruitment Department of Air France (DP.GS)	237
Benoît Vannier, Laurent de Castelbajac and Laurent Teyseyre	
ARIS in BT	247
Rob Davis and Colin Paton	
Appendix : The Authors	265

Business Process Excellence

ARIS in Practice

Scheer, A.-W.; Abolhassan, F.; Jost, W.; Kirchmer, M.
(Eds.)

2002, VIII, 270 p. 134 illus., Hardcover

ISBN: 978-3-540-43479-5