

## PROBLEM SHEET # 1

**From:** Francisco Maria Calisto

**Student ID:** ist170916

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**Subject:** Problem Sheet # 2

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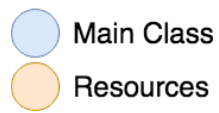
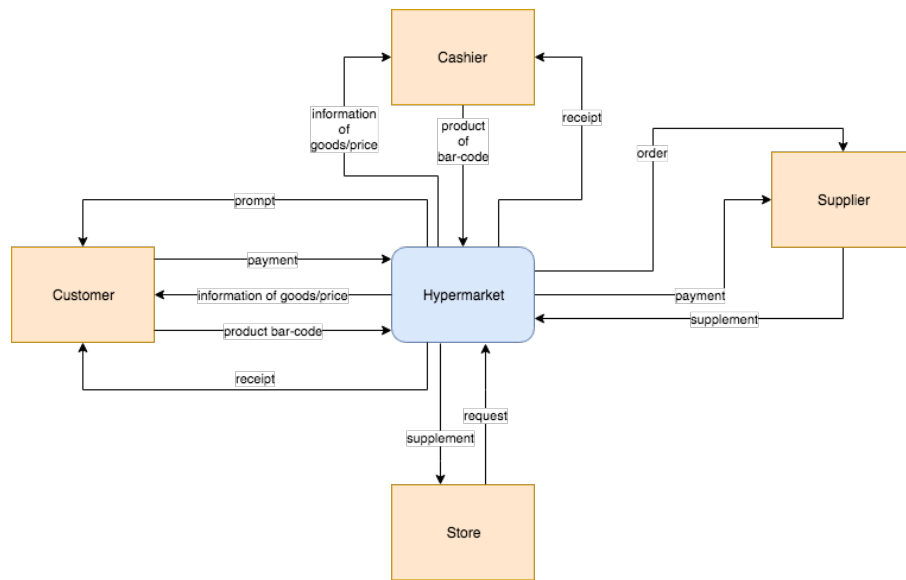
### Question 1

A Business Process Oriented Organization [1] is based upon the work that suggests that firms could enhance their overall performance by adopting a “process view” of the organization. IST is a public and educational institution that have the concern, as well as, main focus on forming Engineers and Researchers. However performance is a field of interest to improve, IST do not have the need of implementing a “process view” since the main focus is not to profit from their students.

### The Answer

Because of that my answer is NO, IST is NOT a Business Process oriented organization, since it brings zero improvement on an educational public institution.

## Question 2



## References

- [1] Kohlbacher, M. "The effects of process orientation on customer satisfaction, product quality and time-based performance." 29th International Conference of the Strategic Management Society, Washington DC, October. 2009.