Project name:	Work package title:
brillianCRM	2.2.3 Process Analysis
Work package description:	
The process analysis takes a closer look at master data that is involved in the processes, persons that execute	
that process, and the sequence of the process itself. It serves to be able to find strengths and weaknesses of the	
process and also to compare and benchmark the process to other processes. Furthermore, it can serve as a	
documentation for the company.	
Aim of work package:	
- Process sequence, master data, involved resources	
- Basis for comparisons	
- Basis for process improvements	
Predecessor:	Successor:
Sales force analysis	Data analysis
Duration:	Effort in man days (MD):
25 days	200 MD
Responsible person(s):	
Project manager, 5 consultants, 2 IT specialists	
Additional information:	