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| Project name:  brillianCRM | Work package title:  Process Analysis |
| Work package description:  The process analysis takes a closer look at (a) master data that is involved in the processes (b) persons that execute that process and (c) 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:  Kick-Off Meeting | Successor:  Process adaption |
| Duration:  25 days | Effort in man days (MD):  200 MD |
| Responsible person(s):  Project Manager, 5 Consultants and 2 IT Specialist | |
| Additional information: | |