

Themenccluster: Wirtschaft und Recht / CLIL

Thema: Workflow Management

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WORKFLOW MANAGEMENT

WHY DO WE NEED A WORKFLOW MANAGEMENT?

Periodic tasks



WORKFLOW MANAGEMENT

Workflow management answers following
QUESTIONS

WHAT? - task

WHO? – station/department

FROM WHERE? – get the information

TO WHERE? – deliver result

WHICH? – utilities, instructions should be applied



WORKFLOW MANAGEMENT

Workflow sheet describes

- a model of the essential processes

BUT

not all tasks

WHY?

Effort is too high, demotivation of employees (only operator)

WORKFLOW MANAGEMENT

Can I describe a process in an organisation sheet?

- Customer
- Order
- Product
- Information
- Payment
- Bill

WORKFLOW MANAGEMENT

Workflow management goals

- Clearly arranged
- Conceptional / understandable
- For all employees easy accessible

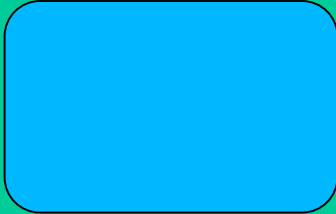

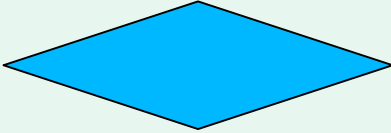
WORKFLOW MANAGEMENT

Workflow management description

- written – work instruction
- graphically - flowchart

WORKFLOW MANAGEMENT

FLOWCHART

Start / End		Used for limitation of the process
instruction		The deliverables tasks should be described as exact as possible
branch		Question must be answered with Yes/No

WORKFLOW MANAGEMENT

Describe a process with a workflow sheet

- Customer
- Order
- Product
- Information
- Payment
- Bill

WORKFLOW MANAGEMENT

END