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18], [5], [1, c. 148])   :

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[1, .30 -- 31], [8, .30]

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[8, . 15], - —

BPMN ( ), *EPC* (с

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, [8, . 15]

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.   SADT (Structured Analysis and Design

Technique)   IDEF(Integration Definition for Functional Modeling.)

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[8, . 17]   с   -

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UML (Unified Modeling Language).

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[8, . 18]

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BPMN (Business Process Model and Notation), ARIS (Architecture of

Integrated Information Systems), EPC (   ).

1.3.2.

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,   [14, . 15] $C = (P, T, I, O),$

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1. P;

2. T;

3. I;

4. O;

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.   [14,   . 18]

$G = V, A,$ -

$v_i \in V$ $a_i \in A.$

V P (

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BPMN   BPMN   -   ,   -

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OMG BPMN.   BPMN

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BPMN,   ,

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:[15,   . 30]

1.   (flow objects);

2.   (Data);

3. (connecting objects);

4. (swimlane);

5. (artifacts).

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YAWL *YAWL (Yet Another Workflow Language)* -

(Aalst) (Hofstede) 2003

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[16], ,

YAWL

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[16, c. 3] :

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YAWL, [16, . 10] -

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WfMC

(Workflow),   WfMC [17,   . 9],   ,

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(workflow engine).   ,

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[18,   . 31 -- 35],   workflow-   -

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Workflow   -

Workflow,   [19,   . 127],

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Workflow,   [19],   -

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Workflow-

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Cunningham LLP   Zagiel S.A., ,

[20], [21].   Canningham LLP

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1.4.2.   -

BPM-   [22]   -

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>> (Handbook on Business Information

Systems) [23]   ,   -

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PMBOK Guide [10,   . 33]   -

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[12, c. 91 -- 93]),   :

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SCOR [45] . -

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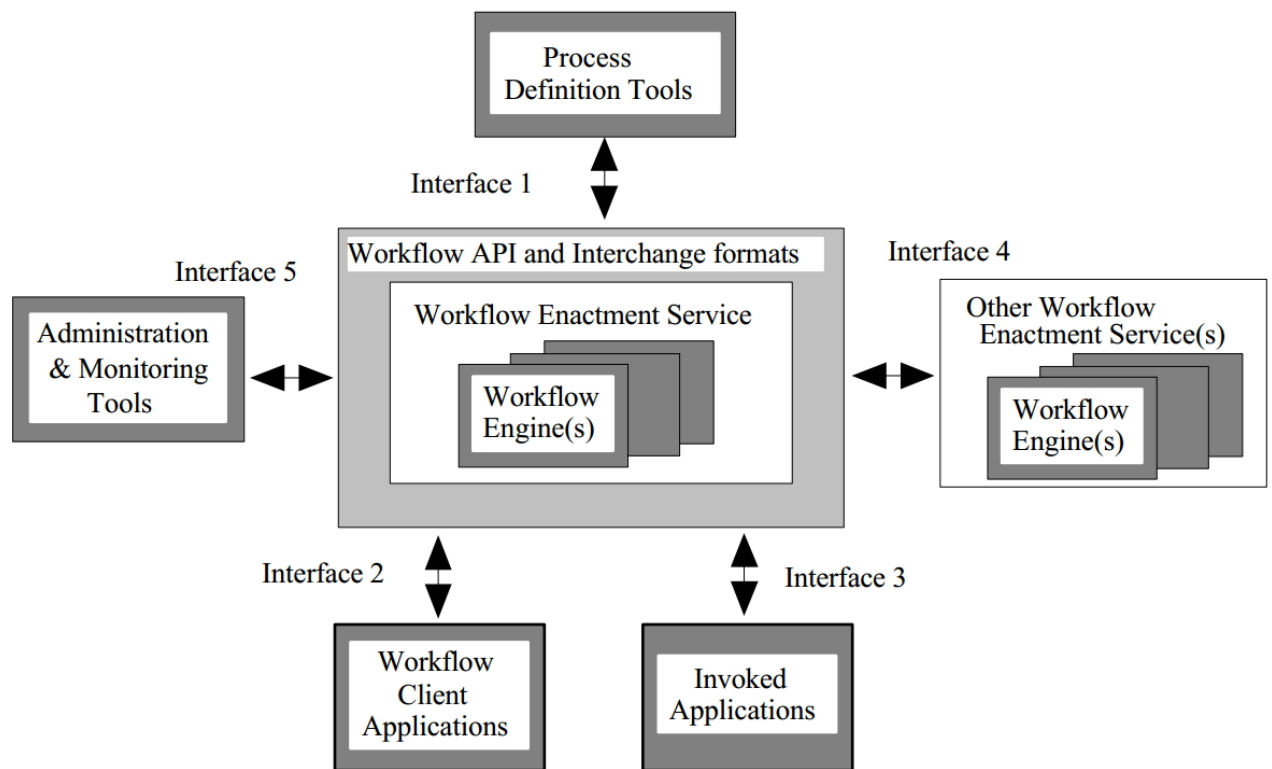
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(Workflow Reference Model) [17,   . 23]

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(Generic Workflow Product Structure) [17, . 39]
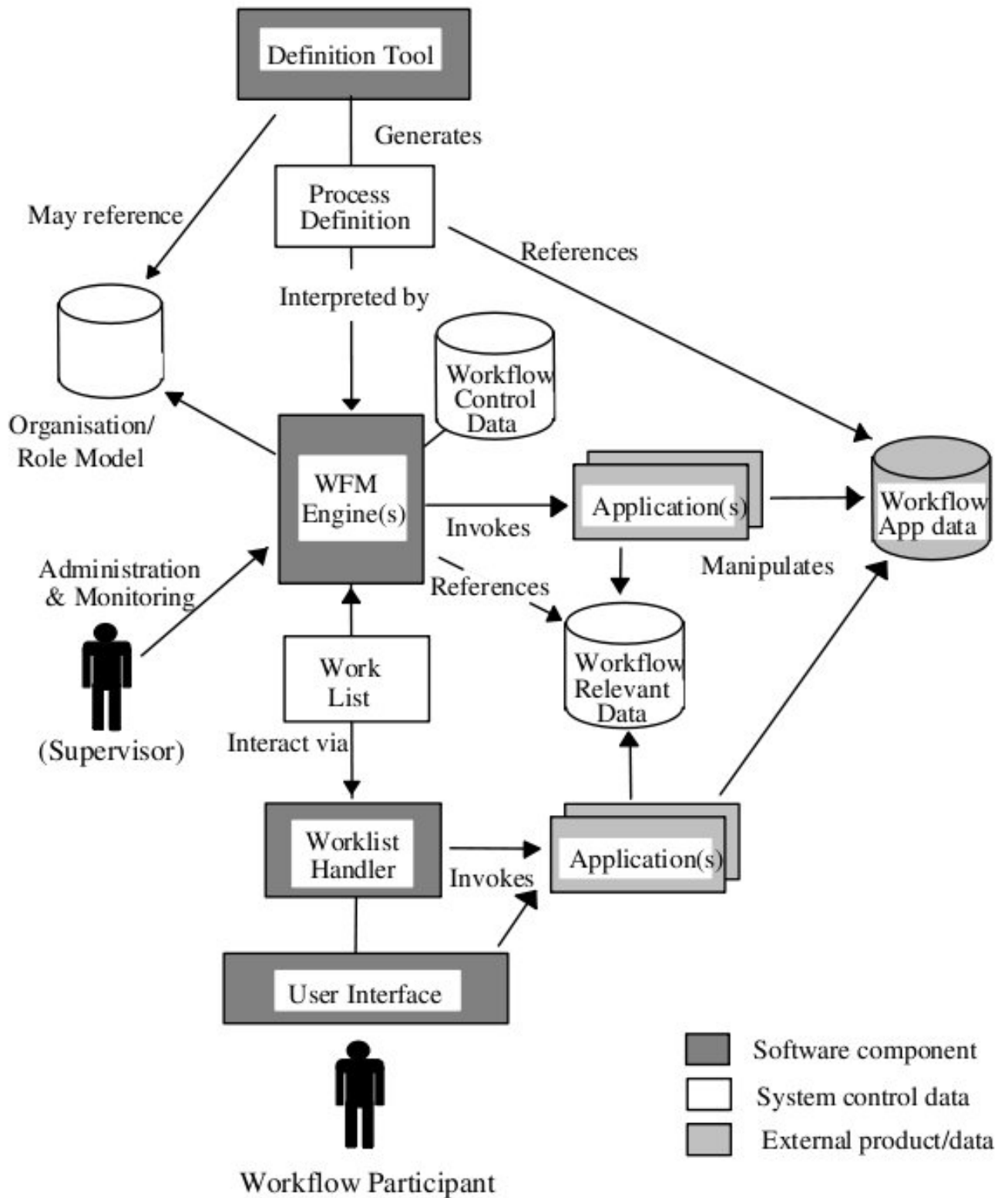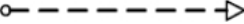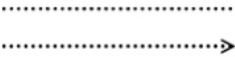
OMG BPMN v. 2.0

.1. OMG BPMN version 2.0 [15]

(Event)	--- , - - - . - - ( ) (-). - , - - - . - , - : (Start), - (Intermediate) (End).	◯
(Activity)	--- , - , - - . , ( ). - , - : (SubProcess) (Task). , - . , , - .	▢

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(Gateway)	- , . , - , , . - - .	
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- (Message Flow)	- , . - BPMN - (- -).	
(Association)	(,) . , , , . (,).	

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(Pool)	. , , , << >> (B2B). . , , << >>.	- - - . - - - - - Name
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- (- -) (Text Annotation)	, - - - - - , BPMN .	Descriptive Text Here

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Изучите результаты

• Измерение эффекта
• Оценка полученных результов

Планируйте изменений

• Сбор и анализ данных
• Планирование испытаний
• Выработка мер

Наблюдайте эффекты перемен

• Выявление эффекта
• Количественная оценка

Осуществите спланированные изменения

• Проведение испытаний
• Внесение изменений
• Желательно в малых масштабах

PDCA
PLAN
DO
CHECK
ACTION

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