



ERP-Systeme und Workflowmanagement (German Edition)

Sebastian Aha

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ERP-Systeme und Workflowmanagement (German Edition) Sebastian Aha

Studienarbeit aus dem Jahr 2008 im Fachbereich Informatik - Wirtschaftsinformatik, Note: 1,0, Hochschule Fulda (Fachbereich Wirtschaft), Veranstaltung: ERP-Systeme / SAP, Sprache: Deutsch, Abstract: In der Produktion gab es in Unternehmen in den vergangenen Jahren hohe Produktivitätszuwächse, während der administrative Bereich vernachlässigt wurde. Hier setzt Workflowmanagement an: Mittels Unterstützung von ERP-Systemen ist es möglich, Prozesse zu automatisieren und bei erfolgreicher Implementierung folgende positive Effekte zu bewirken:

- Hohe Transparenz über Bearbeitungsfortschritte eines Vorgangs
- Prozesssicherheit durch Dokumentation
- Beschleunigung Arbeitsabläufen durch Abbau von Transport- und Liegezeiten
- Zeitnahes Wahrnehmen des Kundenservices
- Überwachung von Terminen und Fristen

Im Zusammenhang mit Workflowmanagement ist auch oftmals von „Business Process Reengineering“ (BPR), der Neugestaltung von Prozessen, die Rede. Dabei handelt es sich um die Neugestaltung von Prozessen. Man geht davon aus, dass workflow-unterstützte Vorgänge besonders dann Vorteile bringen, wenn die Prozesse im Vorfeld optimiert wurden und nicht einfach nur in ein elektronisches Verarbeitungssystem übertragen werden.

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