INTERAKTIV UNTERNEHMENSBERATUNG
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INSTITUTE OF INNOVATIVE
PROCESS MANAGEMENT

WANDEL IM PROZESSMANAGEMENT – VOM KONTROLLFLUSS ZUR UNTERNEHMENSKOMMUNIKATION
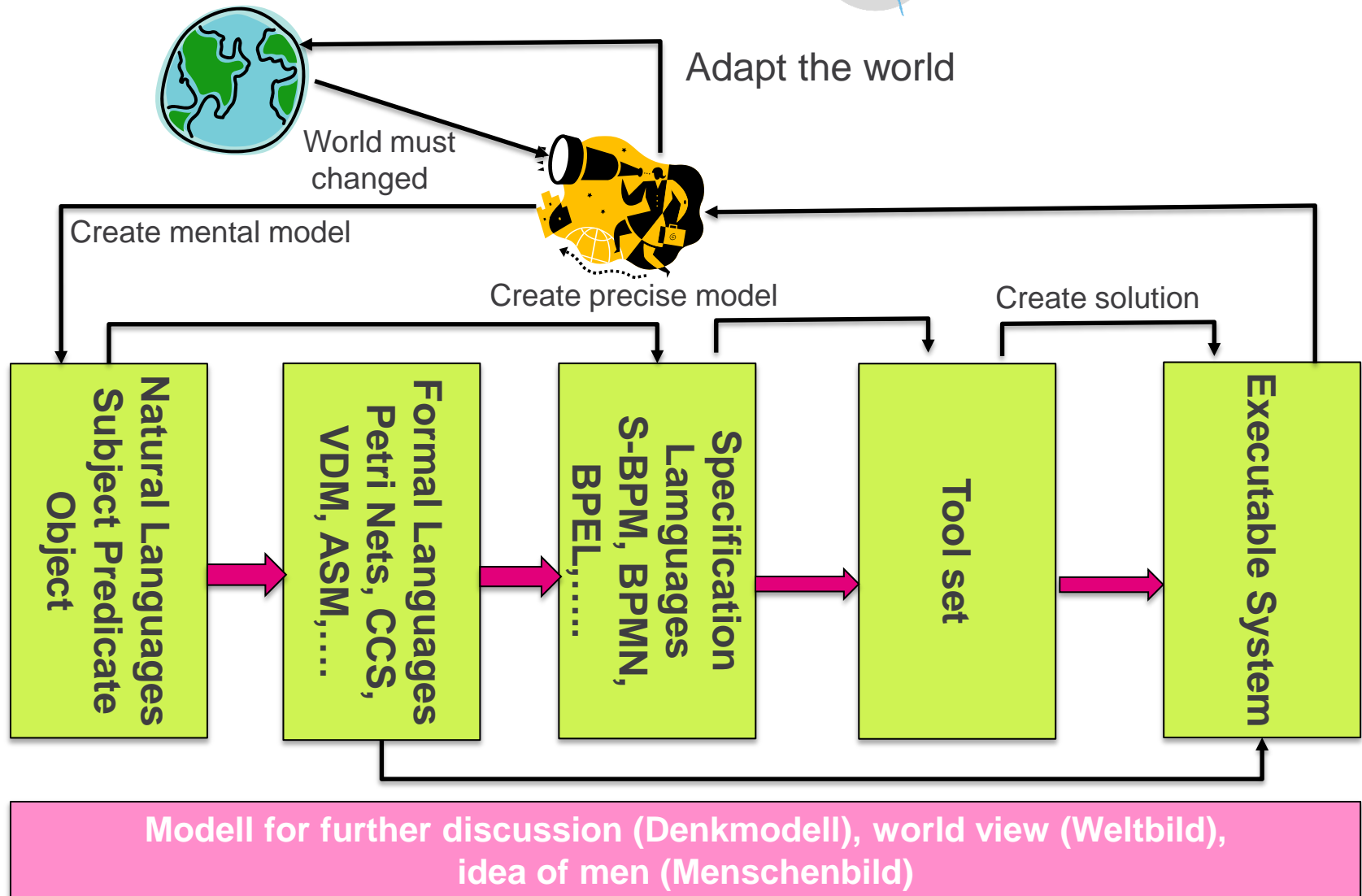
Albert Fleischmann

Agenda

- Was tun wir beim Prozessmanagement?

- Was sind die Paradigmen/Denkmodelle im Geschäftsprozessmanagement?

- Passen diese Paradigmen zur modernen Welt?

- Wie sieht ein passendes BPM aus?

- Was ist wesentlich?

- Wo gibt es mehr Informationen?

What does it mean to create systems like Business Processes?

Adapt the world

World must changed

Create mental model

Create precise model

Create solution

Natural Languages Subject Predicate Object	Formal Languages Petri Nets, CCS, VDM, ASM,......	Specification Languages S-BPM, BPMN, BPEL,......	Tool set	Executable System

Modell for further discussion (Denkmodell), world view (Weltbild), idea of men (Menschenbild)

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Was sind die Paradigmen im Geschäftsprozessmanagement?

Taylor

Analyse der Vorgehensweisen verschiedener Arbeiter

Aufteilung in White collar and Blue Collar Arbeiter

Ford

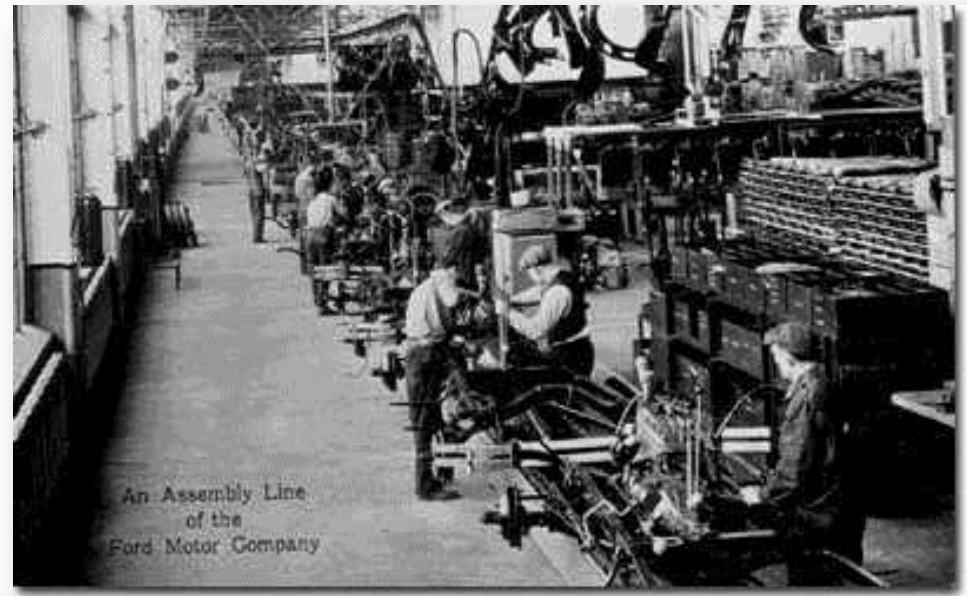Organisation der Zusammenarbeit durch das Fließband

Ausgelegt und geeignet für die Massenproduktion und Standardisierung
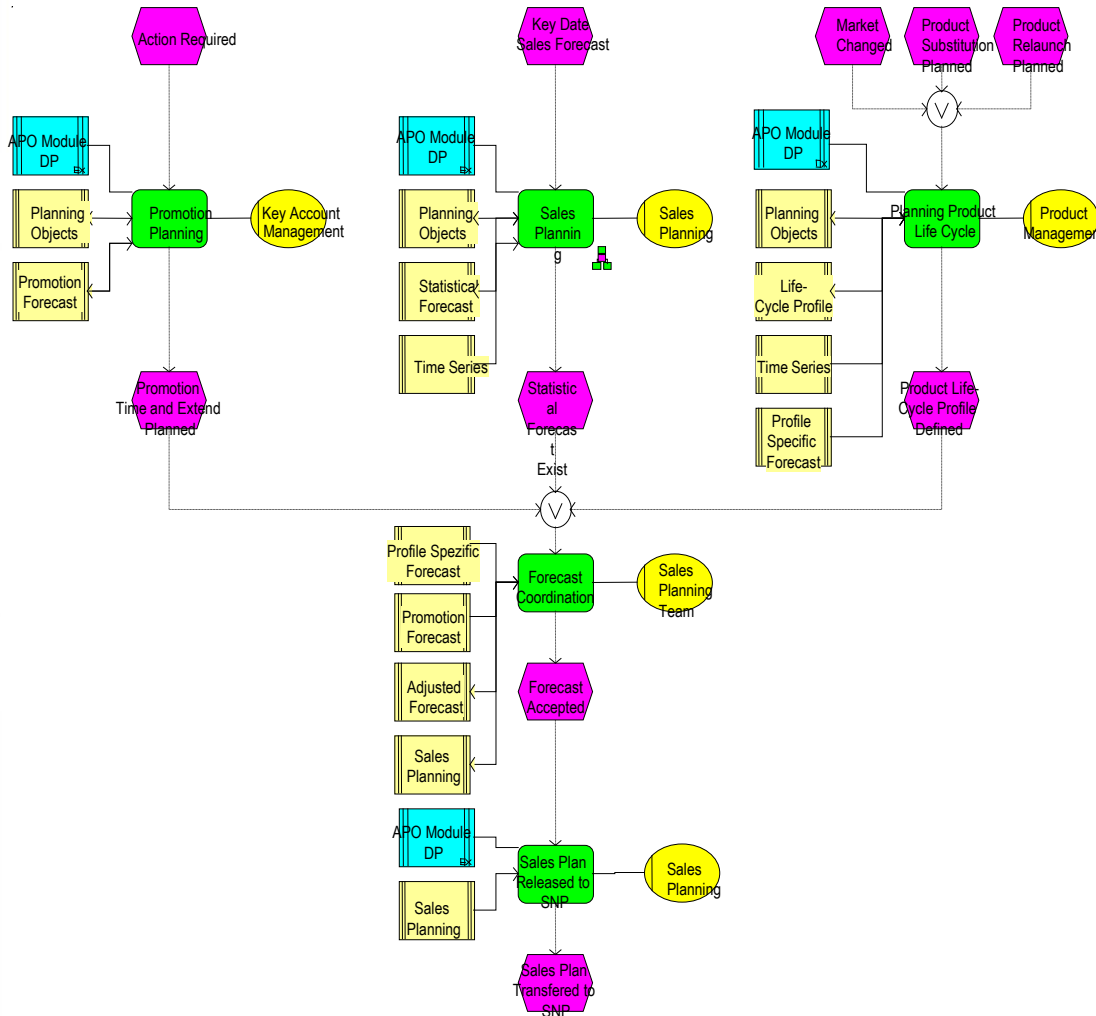
Taylor und Ford in der Produktion

Managers define the actions,
„workers" execute them.
„Assembly lines implement the communication between the „workers".

An Assembly Line
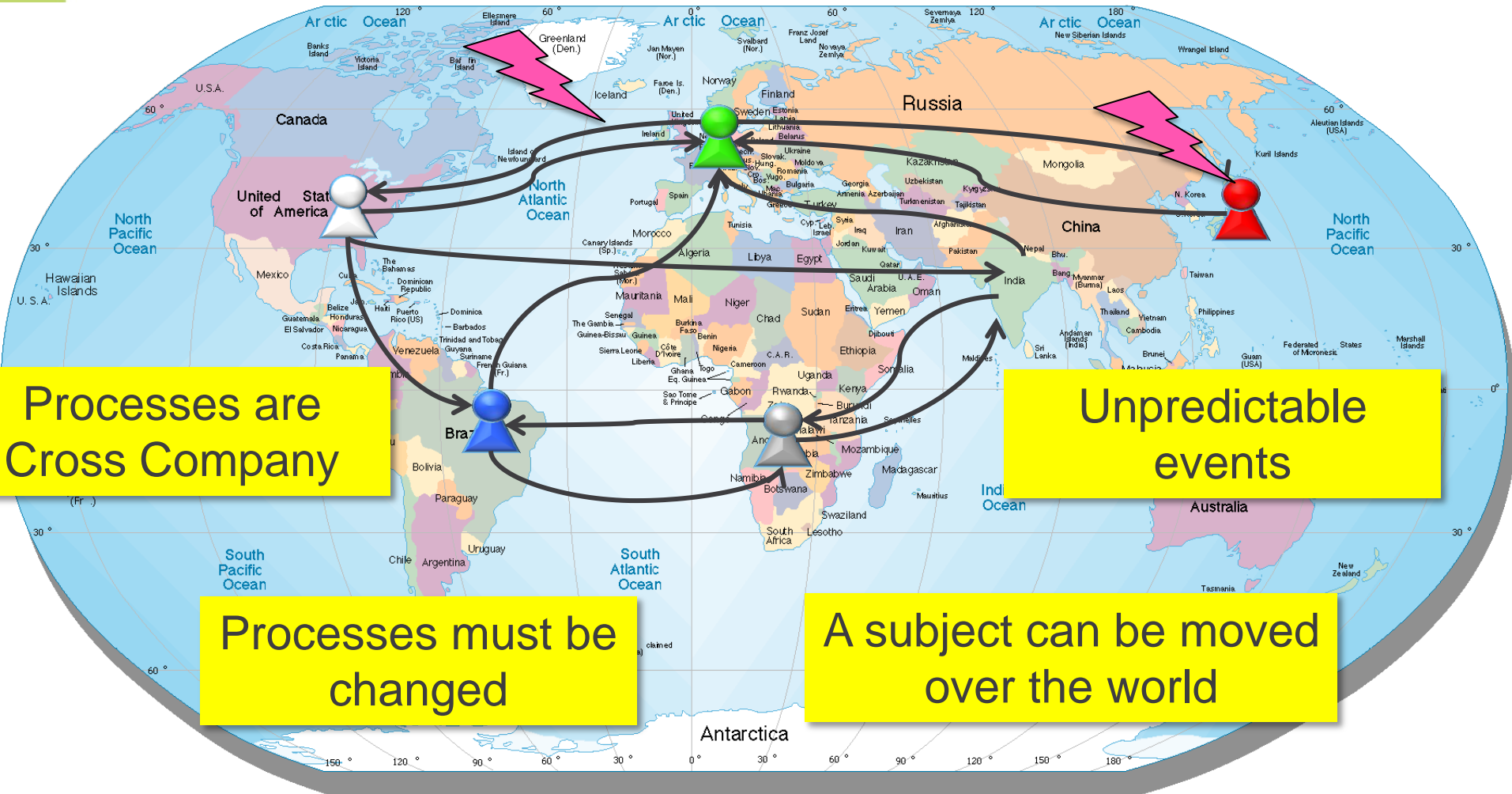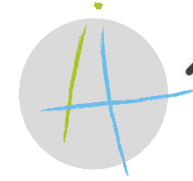of the
Ford Motor Company

Taylor and Ford in Business Processes

Sequence of activities executed by actors who are more or less neighbours

Business Processes Today: Communication of the involved parties

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Processes are Cross Company

Unpredictable events

Processes must be changed

A subject can be moved over the world
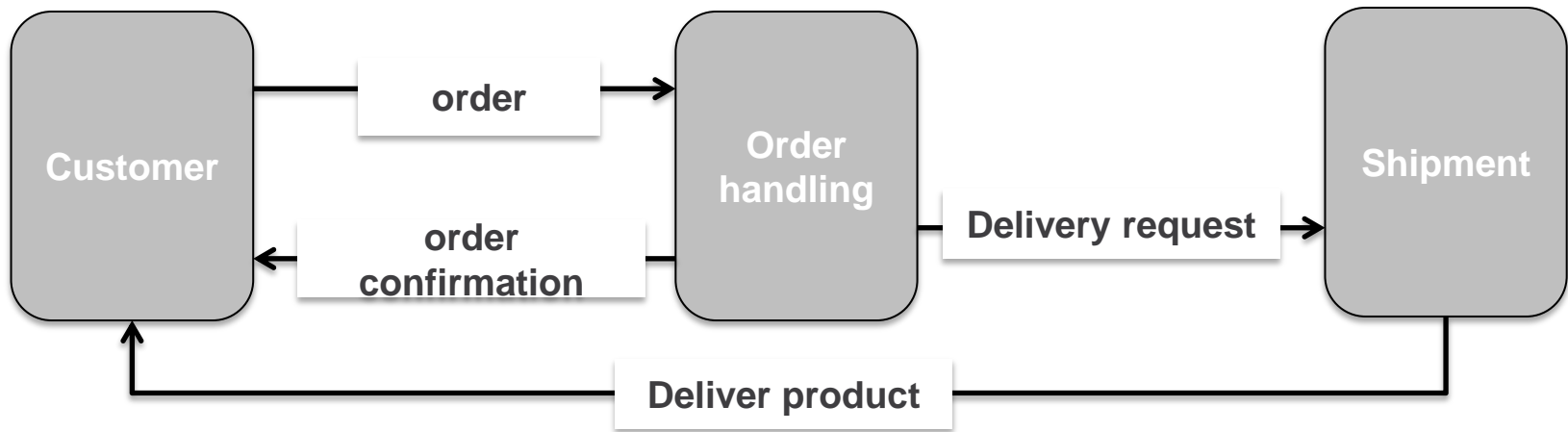
Wie sieht ein passendes BPM aus?

- Flexibel

- Agil

- Proaktiv
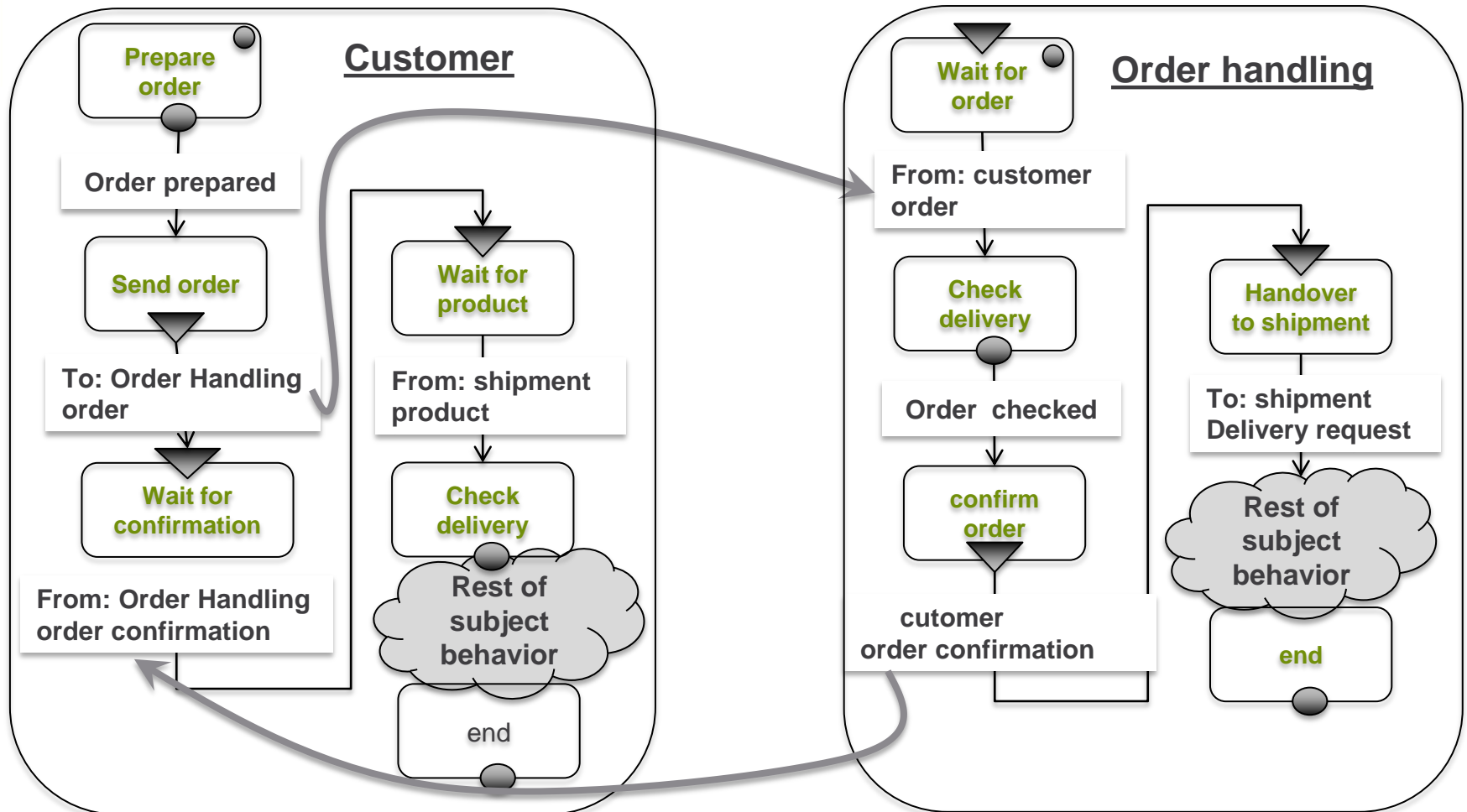
- Geeignet für IT

Paradigmenwechsel!

Vom Kontrollfluß zur

Kommunikation:

Eine Änderung des Denkmodells

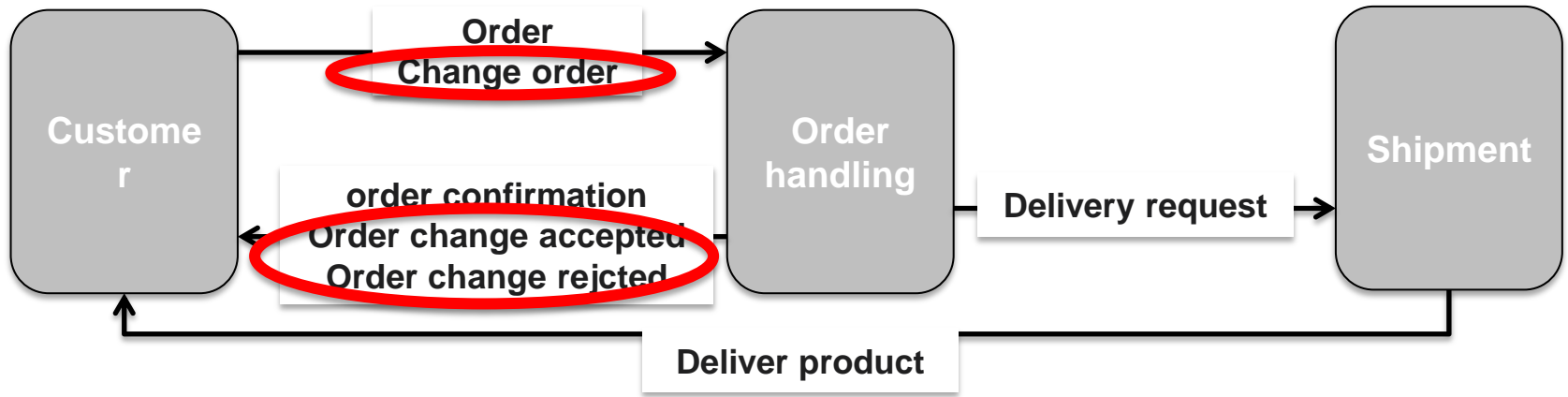# Events, Event producer and consumer

Nondeterministic Subject Behaviour
Change order

Customer

- Prepare order
- Order prepared
- Send order
- To: Order Handling order
- Wait for confirmation
- From: Order Handling order confirmation
- Wait for product
- From: shipment product
- Check delivery
- Rest of subject behavior
- end

Order handling

- Wait for order
- From: customer order
- Check delivery
- Order checked
- confirm order
- cutomer order confirmation
- Handover to shipment
- To: shipment Delivery request
- Rest of subject behavior
- end

Events, Event producer and consumer

Customer

Order
Change order

order confirmation
Order change accepted
Order change rejcted

Order handling

Delivery request

Deliver product

Shipment

Non-Deterministic Events in Business Processes

Customer

Nondeterministic event guard

Prepare order

Order prepared

Send order

To: Order Handling order

Wait for confirmation

From: Order Handling order confirmation

Wait for product

From: shipment product

Check delivery

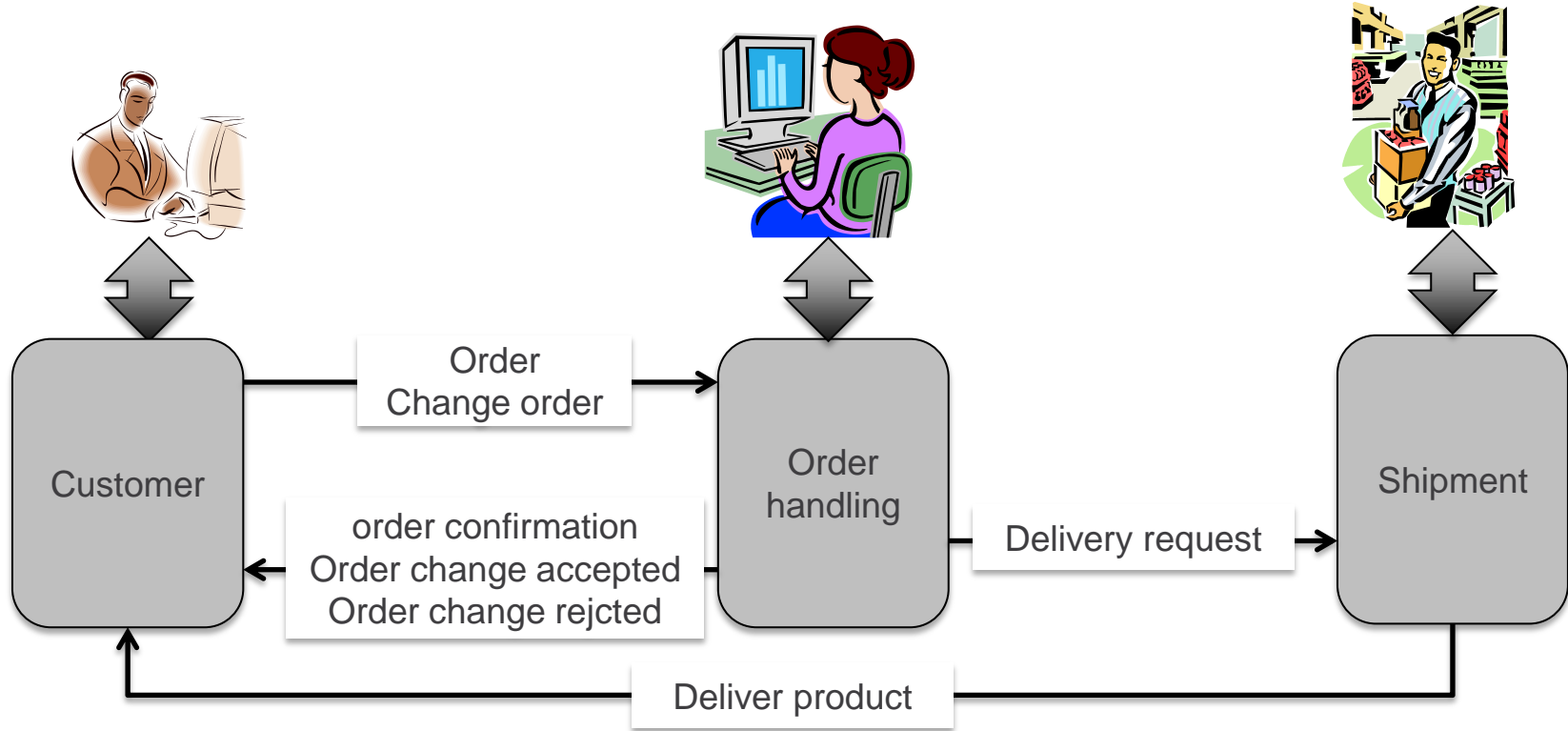Rest of subject behavior

end

Wait for confirmation
Wait for product

Chenge Order

change order

To: Order Handling
Change order

Wait for reaction

From: Order Handling order change rejected

From: Order Handling order change accepted

Wait for confirmation
Wait for product

Receiving unpredictable messages

Order handling

Wait for order

From: customer order

Check order

Order checked

confirm order

From: Order Handling order confirmation

Handover to shipment

To: shipment Delivery request

Rest of subject behavior

end

**Check order
Confirm order
Hand over to shipment**

From: customer Change order

Check order

Order checked

confirm order

To: customer Order Change accepted

**Goto:
Handover to shipment**

**All stetes following state:
Handover to shipment**

From: customer Change order

reject order

To: customer Order Change rejected

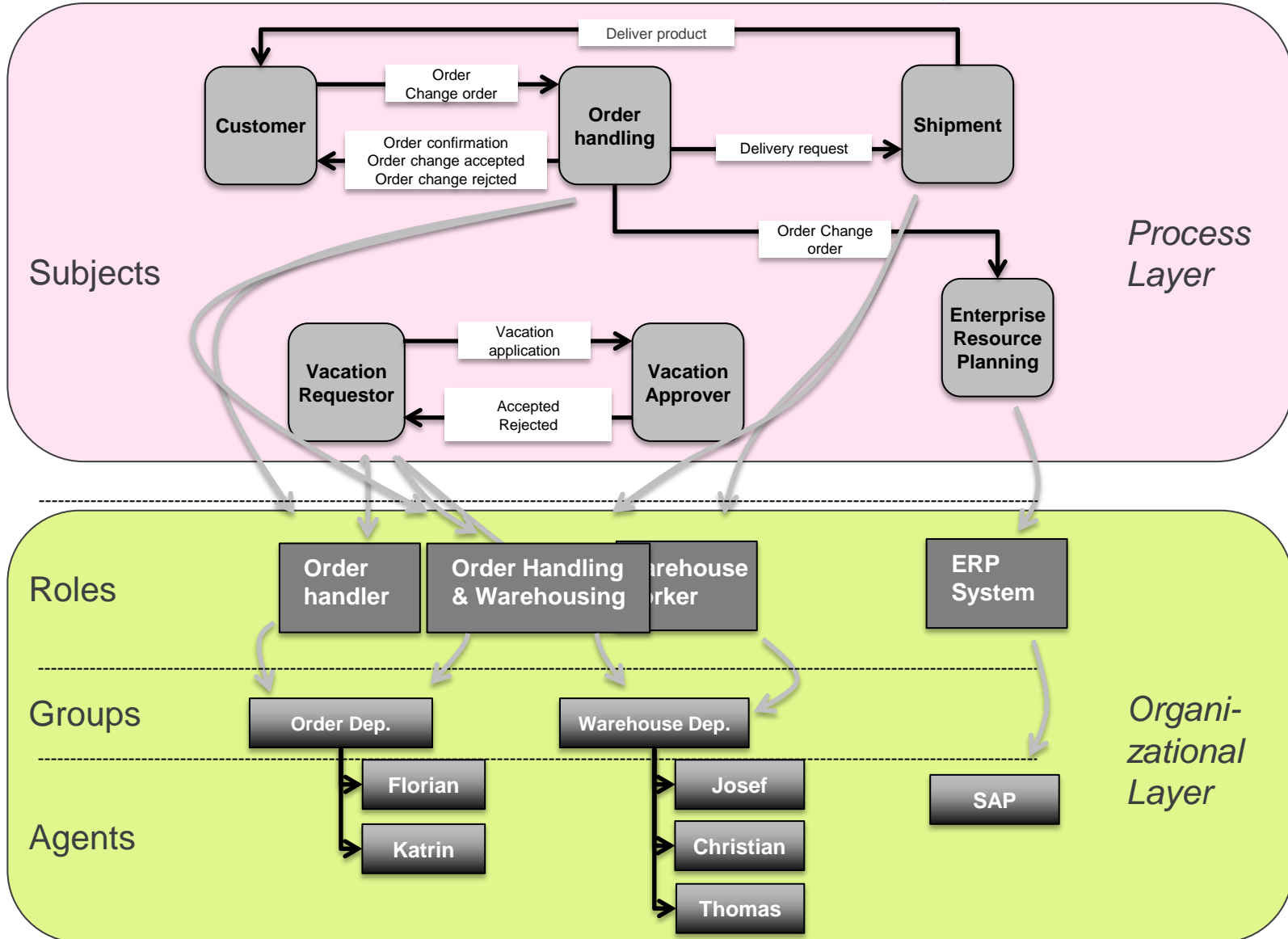**Goto:
Interrupted state**

Agents assigned to subjects

An agent is an entity which is capable to execute actions
A Subject describes the possible sequences which are executed by an agent

Variability of system design

Process Layer

Subjects

- Customer
- Order handling
- Shipment

Deliver product

Order Change order

Order confirmation
Order change accepted
Order change rejcted

Delivery request

Order Change order

Enterprise Resource Planning

Vacation application

Vacation Requestor

Vacation Approver

Accepted Rejected

Organizational Layer

Roles

- Order handler
- Order Handling & Warehousing
- Warehouse worker
- ERP System

Groups

- Order Dep.
- Warehouse Dep.

Agents

- Florian
- Katrin
- Josef
- Christian
- Thomas
- SAP

Werkzeuge gibt es wo?

http://actnconnect.de/

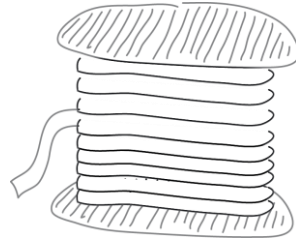http://www.strict-solutions.com/de/

Werkzeuge zum Modellieren und Ausführen

Was ist wichtig?

Beschreiben Sie Prozesse in ganzen Aktivsätzen

Simple Example
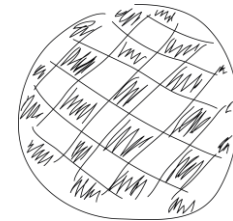
Max kicks the ball.

Subject Predicat Object

S **P** **O**

Target of an action

action

Initiator of an action

Communication between subjects

Max shouts
for his mama.

Max's mama
receives the
crying for help

Subject + Prädicat + direct Object + indirect Object

Wo gibt es mehr Informationen?

Werden Sie Mitglied! Lernen und Mitwirken

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Welcome to the Institute of Innovative Process Management (I2PM) e.V.

You landed on the community platform of I2PM, which is a registered non-profit association.

This platform provides content and interaction features open to

- all internet users
- registered members of the I2PM community (if interested to join sign up in the upper right corner)
- registered members the I2PM association.

with access rights depending on their specific status.

The I2PM association was established to promote innovative scientific discoveries and solutions in the field of process management and to test them through academic work over the long term. The objective is to transfer know-how from theory to practice.
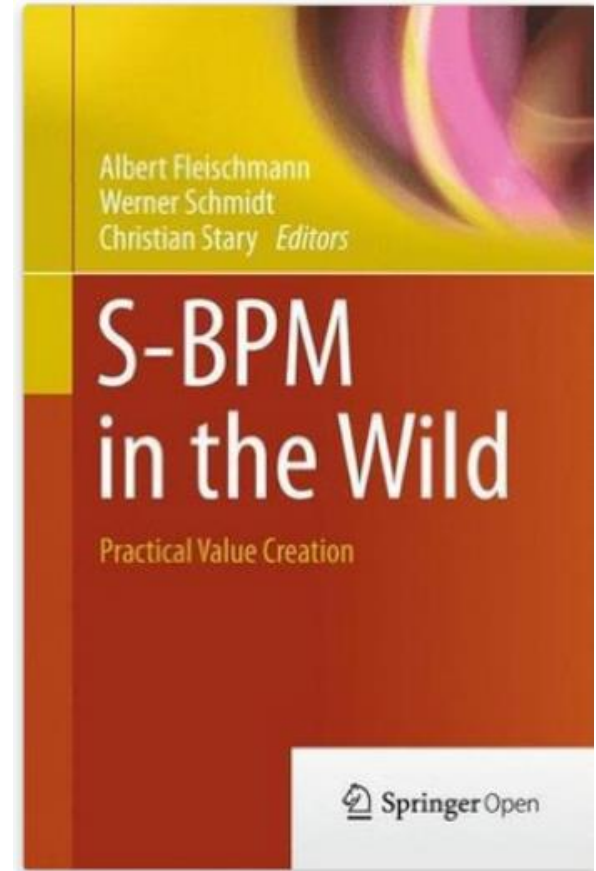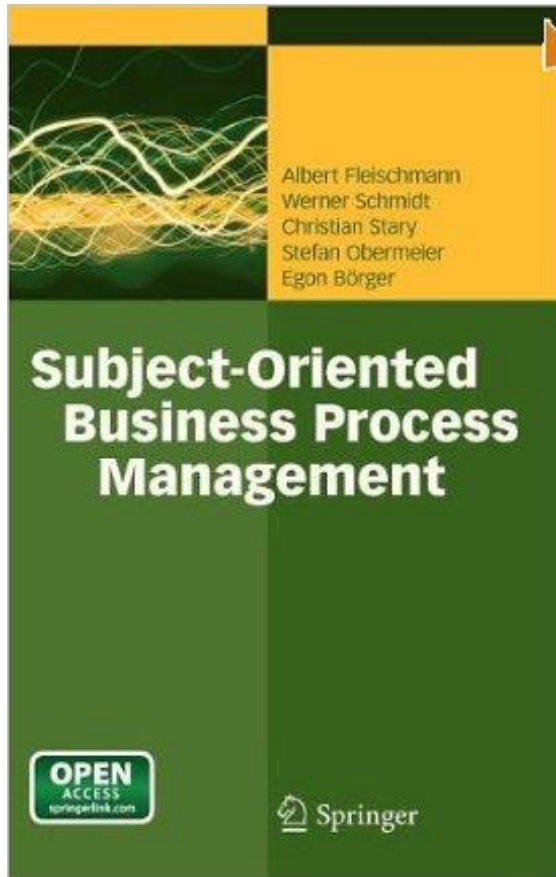
Specifically, that means:

- We manage and foster scientific work.
- We organize events to share knowledge and experience.
- We publish findings and results.
- We support research and development projects.
- We cooperate with other academic organizations, associations, institutions and enterprises.

WWW.I2PM.NET

Wo gibt es mehr Informationen

Albert Fleischmann
Werner Schmidt
Christian Stary
Stefan Obermeier
Egon Börger

Subject-Oriented Business Process Management

OPEN ACCESS
springerlink.com

Springer

Albert Fleischmann
Werner Schmidt
Christian Stary *Editors*

S-BPM in the Wild

Practical Value Creation

Springer Open

http://link.springer.com/book/10.1007/978-3-642-32392-8/page/1
http://link.springer.com/book/10.1007%2F978-3-319-17542-3

More Details on S-BPM
S-BPM ONE Conference Series
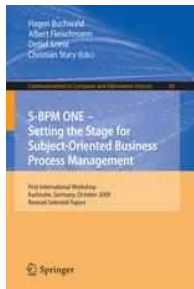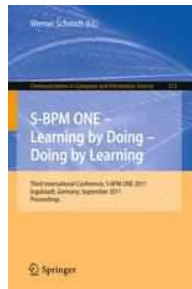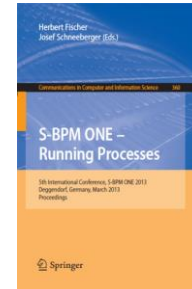
Karlsruhe	Karlsruhe	Ingolstadt	Vienna	Deggendorf	Eichstätt	Kiel
2009	2010	2011	2012	2013	2014	2015
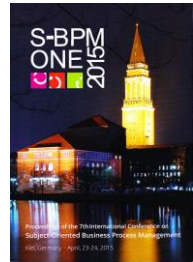
WWW.S-BPM-ONE.ORG

Was für die Praktiker

https://www.gitbook.com/book/robert62/structured-communication/details
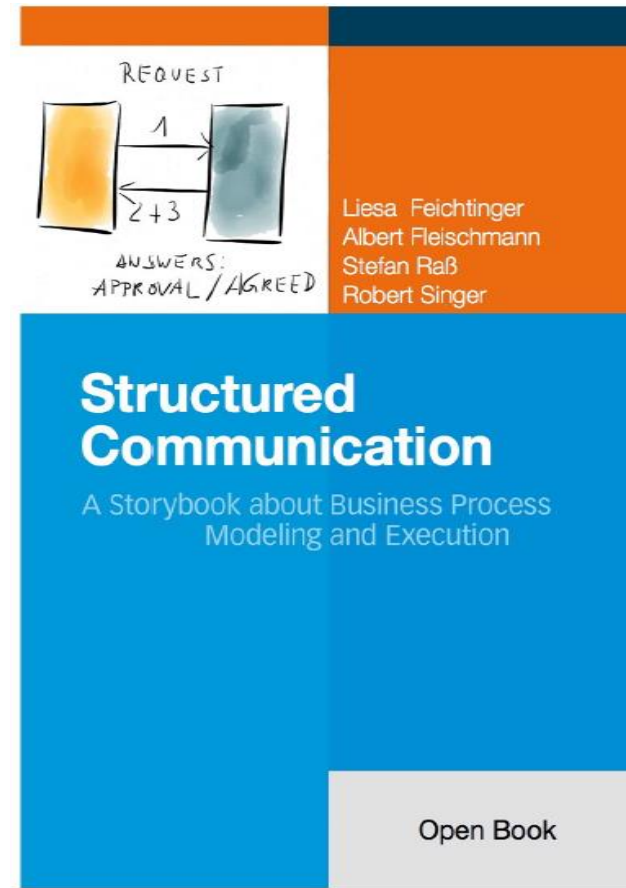
Und zu guter Letzt

Computing Reviews

Association for Computing Machinery

ThinkLoud

TODAY'S ISSUE	HOT TOPICS	SEARCH	BROWSE	RECOMMENDED	MY ACCOUNT	LOGOUT

REVIEW   ?

Review

Search ▢

S-BPM in the wild : practical value creation
Fleischmann A., Schmidt W., Stary C., Springer Publishing Company, Incorporated, New York, NY, 2015. 283 pp. Type: Book (978-3-319175-41-6)

Date Reviewed: Aug 21 2015

Full Text

If you are a business analyst, business process manager, or organizational development consultant, stop what you're doing right now and take a look at this book. You will want to hear what the authors have to say about a new way to create more value in organizations.

This is the newest book in a Springer series that defines, describes, and demonstrates subject-oriented business process management (S-BPM). S-BPM is a modeling method that depicts the structured communication between actors (subjects) in a business process. Imagine a breakdown when an actor makes a request of a service provider. What does the

Albert Fleischmann
Werner Schmidt
Christian Stary *Editors*

S-BPM in the Wild

Practical Value Creation

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