

# Handling of a Business Process

Source: [Aitz00], adapted by Andreas Schlager, adjusted by Martin Roshkev

## **Transfer the following verbal description into an EPC:**

- a) The first step in the handling of a business process is to distribute the assignments to the person in charge. This is carried out by the process manager in co-ordination with the department manager and supported by the workflow-system.
- b) Once distributed, the person in charge processes the assignments using the workflow-system.
- c) If no issues occur, then the assignments are completed and the business process is completed.
- d) In case there are issues, the person in charge determines the type of issue.
- e) For issues relative to the content the person in charge analyses the issues and after that consults the department manager who finds a solution to the problem.
- f) For issues regarding the deadline, the process is as follows: until a solution is found, the hierarchically next manager will be involved. The order is as follows: process manager, department manager, division manager, CEO (solves the issue).



