

International Journal of

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PROCESS MANAGEMENT *and Benchmarking*



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Scope of the Journal

ISSN: 1460-6739 (Print), ISSN: 1741-816X (Online)

Effective design and management of key processes is widely regarded as an important differentiator and source of competitive advantage in manufacturing, for profit services and public services. Processes permeate all facets of an organisation. Some processes exist within one functional area, while others cut across functional areas. IJPMB aims to cover both functional and business processes. Benchmarks, benchmarking and knowledge management are among the process improvement tools.

Topics covered include:

- Process modelling/simulation/management
- Functional processes, business wide processes
- Business process reengineering
- Role of process in enhancing competitiveness
- Core competencies, process organisation
- Environment and processes
- Supply chain processes
- Team working, remuneration/motivation, training/selection
- Process change implementation/management, evaluation of options
- Link between process and operations/corporate strategy
- Remote processes
- Process quality/productivity, productivity measurement/improvement
- Process planning, scheduling, control, design, technology
- Queue design/management
- Benchmarking, tools/ethics/clubs, developing benchmarks/process knowledge



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