

Part III

Processes

“Works of art make rules; rules do not make works of art.” (Claude Debussy)

Business Processes—and especially Business Process Models—are the expression of how tasks and activities are performed in an organization, and by whom. With this expression of the flow of the tasks, processes and the corresponding models give guidance—or in other words rules—for performing the tasks, doing it in a structured way. The result of the art of creating, designing and defining a process gives us rules and leads us through the process flow—that is what the construction of processes is about!