

Yasir Ashraf

Business Process Management – A Comparison Between the Change Initiative Business Process Reengineering and the Continuous Improvement Method Six Sigma

Diploma Thesis

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Abbreviation List

AHM	Aspen Healthcare Metrics
BPM	Business Process Management
BPR	Business Process Reengineering
CtQ	Critical to Quality
DMAIC	Define, Measure, Analyse, Improve, Control
DPMO	Defect per Million Opportunities
FMC	Ford Motor Company
FMEA	Failure Mode and Effects Analysis
FP	Friends Provident
GE	General Electronics
GESN	General Electronics CompuNet
HS	Siemens Health Services
IT	Information Technology
SIPOC	Supplier, Input, Process, Output, Customer
VoC	Voice of Customers
6Ms	Method, Man, Machine, Material, Measure, Mother Nature

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