Abstract

In order for company could devote its primary goal, constant improvement and review in all areas relating to the effectiveness and efficiency of the implementation of all processes within the system, it is necessary to adopt certain methodologies, methods, techniques and tools that will allow them to. One approach is the application of data warehouse database, or the process warehouse-a (PW) as a specific sub-type that allows data have been incurred in the daily work process at the process level, not at the level of individual actions or events within the system.

The results of these analyzes are the basis for the analysis, improvement and correction processes, sub-processes, activities, and a combination of activities that constitute a specific measurable unit.

By analyzing the successful realization of the goals, conclusions were drawn that at certain results when the objective is met, the subsequent analysis process to determine that although the goal is achieved, the final result of the success of achieving this goal is not optimal and...
extremely dysfunctional for a service that provides maintenance of equipment.

References

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Index Terms
Keywords

Process Data Warehouse, Business Intelligence, Business Process Management, analyzing and improvement of processes