



Process Measurement in Business Process Management: Theoretical Framework and Analysis of Several Aspects

Joachim Melcher

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Process measurement deals with the quantification of business process models using process model metrics. This book presents a theoretical framework for the prediction of external process model attributes (as, for example, error-proneness and understandability) based on internal (structural) attributes. The properties of proposed metrics are analyzed. A visualization technique for metric values is introduced and metrics for process model understandability and granularity are evaluated.

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