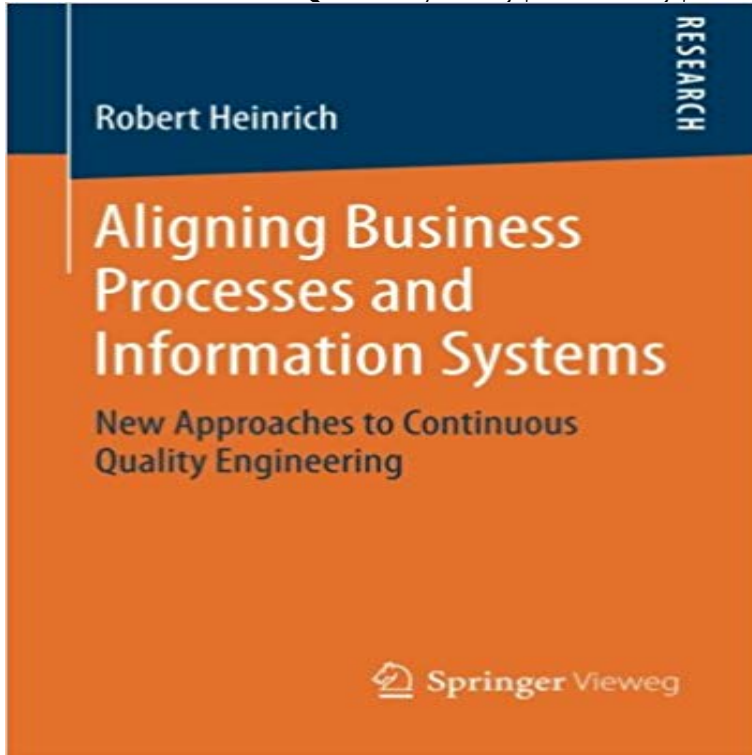


# Aligning Business Processes and Information Systems: New Approaches to Continuous Quality Engineering



Business processes and information systems mutually affect each other in non-trivial ways. Frequently, processes are designed without taking the systems impact into account, and vice versa. Missing alignment at design-time results in quality problems at run-time. Robert Heinrich gives examples from research and practice for an integrated design of process and system quality. A quality reference-model characterizes process quality and a process notation is extended to operationalize the model. Simulation is a powerful means to predict the mutual quality impact, to compare design alternatives, and to verify them against requirements. The author describes two simulation approaches and discusses interesting insights on their application in practice.

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