



Business Process

T.A.Sellappan, C.M. Venkatachalam

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This textbook provides complete coverage of the subject. Starting with a detailed description of organizational structure, relationships and culture, the text proceeds to discuss the topics such as nature of power in organisation, leadership, organisational change and organisational environment. An elaborate account of business process reengineering with respect to methodology, planning, and its relationship with IT industry is given. Finally, the text describes e-business process and knowledge management in detail.

The text is profusely illustrated with numerous flow charts and diagrams. Review questions are included at the end of every chapter to help students check their understanding of the subject.

This textbook is primarily designed for the students of MCA for a course in business process. It will be also useful to the students of MBA and BCA.

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