

# PROCESNIM PRISTUPOM DO UNAPREĐENJA RADA U ORGANIZACIJI

## PROCESSING APPROACH TO IMPROVEMENT IN THE ORGANIZATION

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**Rezime:** Procesni pristup uključuje usmjerenost na radne tokove i procese unutar organizacije te se takvim pristupom procesi pokušavaju učiniti vidljivim, čime se unapređuje rad u organizaciji. Procesni pristup poučan je zato što slijedi način stvarnog obavljanja posla u organizaciji. Kako bi se uspješno odredili poslovni procesi, potrebno je znati njihova obilježja a to su da svaki proces ima svrhu, vlasnika i da ima početak i završetak. U procesu ulaze inputi a izlaze outputi te na temelju ulaza i izlaza utvrđuje se uspješnost procesa. Iako su poslovni procesi sastavni dio svake organizacije, vrlo rijetko se opisuju i analiziraju, a upravo opis stvarnog načina obavljanja poslova u organizaciji mogu biti najvredniji podaci koji se mogu prikupiti. Pri analizi poslovnih procesa najčešće se upotrebljavaju različite vrste dijagrama.

Autorica u ovom radu objašnjava procesni pristup unapređenja rada u organizaciji te način i metode analize poslovnog procesa.

**Ključne riječi:** procesni pristup, analiza poslovnog procesa, dijagram toka

**Abstract:** Process approach includes a focus on work flows and processes within the organization and with that access process are trying to make it visible, thus improving the work of the organization. Process approach is instructive because it follows the way of actual performance of work in the organization. In order to successfully determine the business processes, it is necessary to know their characteristics and those are that each process has a purpose, and that the owner has a beginning and ending. In the process of entering inputs and outputs, and outputs based on inputs and outputs determines the success of the process. Although business processes are an integral part of every organization, it is rarely described and analyzed, with just a description of the actual business practice in the organization may be the most valuable data that can be collected. In the analysis of business processes usually employ different types of diagrams.

The author of this paper explains the process approach to improve work organization and the manner and methods of analysis of business processes.

**Keywords:** process approach, the analysis of business process, flow chart