Abstract

The focus of this thesis is to provide a complex framework for design of process-based organizational structure, which is currently lacking in the academic literature. Thesis starts with development of a complex process improvement framework, continues by developing process/activity owner assignment framework and connects the process management with design of organizational structure. The developed framework consists of two parts, the “As Is” analysis, capturing the current state of affairs and the “To Be” design developing an optimal arrangement. A basic evaluation tool is provided to assess the effects of changes to the process structure. Practical part applies newly developed framework in a business entity. The process improvement is used to design new process-based organizational structure, which in terms of efficiency surpasses the current matrix organizational structure.

JEL Classification L1, L22, L25, M12, M13

Keywords Organizational structure, Process-based organization, Process improvement, Process management, Process mapping, Strategic management

Title Strategic Approach to an Entity Setup: Designing a Process-based Organizational Structure

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