

## Abstract

In today's liberalized and globalized world economy innovations and technological developments increase their speed and significance. Therefore human beings and organizations are forced to adapt themselves continuously to the changed environment and accelerating change in economy, politics and society.

Which kind of system is required to support the management of organizations and especially of technology oriented companies and classify continual change as a main influencer, not as an interference factor?

In this elaboration a practicable, comprehensive management concept named

### **„Adaptive Business Process Management by means of a Balanced Scorecard“,**

abbreviated „AGPS“, has been developed and tested during a case study within the “IT User Support” at Energie AG Oberösterreich.

The concept is based on a systemic approach and continuous optimisation (adaptation) of the business processes effectiveness and efficiency fulfilled by self responsible and self controlling process teams; the adaptive process management is done by means of an extended balanced scorecard, based on the key success factors.

The described solution includes both the architecture and components and the concept of introduction and operation.