



**CITTÀ DI REGGIO CALABRIA**  
**Servizi Demografici**  
via del Torrione prol., 2  
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Prot. N. \_\_\_\_\_ del \_\_\_\_\_



ALL. 4



Handwritten signatures and initials, including 'R. L. L. L.' and 'R. L. L. L.'.



1) il potere di autotutela amministrativa con particolare riguardo alla differenza tra annullamento d'ufficio e revoca

2) fasi e contabilizzazione delle entrate

3) la figura del datore di lavoro ai sensi del d.lgs.81/2008



## MAKING PROFITS THE OUTCOME, NOT THE GOAL

Companies considering a shift in business strategy are often facing financial hardships. Whether an impending bankruptcy, decreasing profit margins, or increasing employee turnover, business strategies are meant to solve these problems. Yet, this isn't where your strategy should start.

"Profit is not the goal," says Oberholzer-Gee in HBS Online's Business Strategy course. "You treat it as an outcome. It's people first, then business."

Business leaders need an in-depth understanding of customer value to succeed in today's competitive marketplace. While real-world examples illustrate the implementation of these value-based strategies, taking an online course like Business Strategy can help you create an effective business strategy that wins over customers while generating a profit.

**1. How would you define "business process management"? How would you compare it to business process re-engineering, continuous improvement, and total quality management approaches?**

Business Process Management (BPM) is defined as an approach for a business that tries to continuously improve their business processes. It is related to total quality management which is used to improve the quality of business processes by lowering the error and rejection rates, improving customer satisfaction, and reducing any of the business related costs. In this case though, business process management is a bit broader and is concerned with quality. But by expanding beyond this does include efficiency and cost benefits to the firm, which gives the managers the ability to measure and control business processes.

**2. What are the major objectives of BPM?**

There are a few major objectives of BPM and they are:

- To complete and have a timely measure of process effectiveness.
- Have a better measurement of a process in terms of resources used.
- To take more time to make a decision.
- Have a greater management understanding and control of business processes.
- Possess a greater flexibility due to the ability to change the process as conditions warrant. Have the ability to adapt to changing business conditions.

**3. What is the significance of a "service oriented architecture?" What difference does this make for implementation, cost, and flexibility of the BPM tools?**

A Service oriented architecture, also known as a SOA, allows all of the IT department to use the given data from legacy systems and have it be imported into the BPM software. By doing this, it reduces implementation costs and speeds up the development process which also allows firms to not have to completely rebuild their transaction processing systems.

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- 1) Il candidato illustri cosa sono le reti informatiche e come funzionano.
- 2) Il candidato commenti gli applicativi Office e le loro funzionalità.
- 3) Il candidato argomenti sull'IT Security.

Minoardo  
Pugliese

Ch. Ch. De Sena  
Rho