Error density metrics for business process model

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In this paper, metrics for business process model (BPM), are proposed, which are capable to measure the usability and effectiveness of BPMs. The proposed model is adapting error density metrics to BPMs by considering the similarities between the conceptual characteristics of BPMs and software products. We applied seven software metrics for evaluating quality of business processes/ process models. Results show that our metrics help the organization to improve their process, as weighted measurements are indicators for unexpected situations/behaviour for business processes.

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