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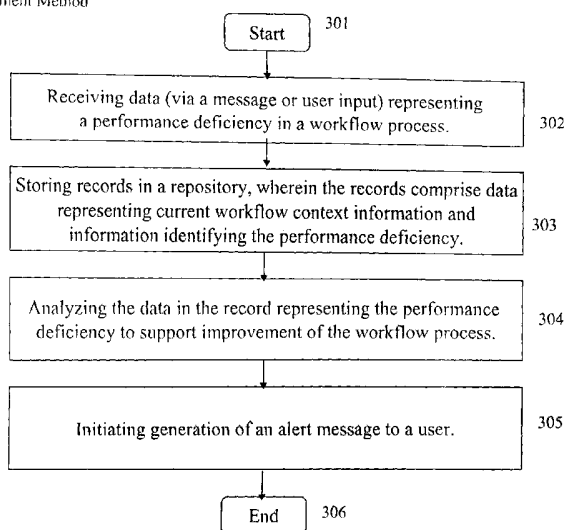
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(54) Title: A SYSTEM AND USER INTERFACE SUPPORTING WORKFLOW OPERATION IMPROVEMENT

300
Workflow Management Method



(57) Abstract: A system for use in improving management of a workflow process includes an interface processor, a data processor, and an analyzer. The workflow process includes a sequence of tasks to be performed by one or more individuals. The interface processor receives a message indicating an occurrence of a performance deficiency in a workflow process. The data processor stores records in a repository in response to the received message. The records include data representing current workflow context information and information identifying the performance deficiency. The analyzer analyzes the data in the record identifying the performance deficiency to support improvement of the workflow process.

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INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTER

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According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

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Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

EPO-Internal, WPI Data, PAJ

C. DOCUMENTS CONSIDERED TO BE RELEVANT

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☒ Patent family members are listed in annex.

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C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
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