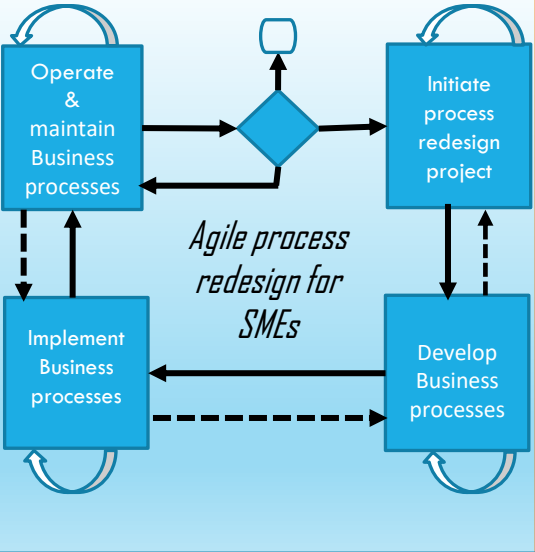


Redesigning Business Processes for SMEs in Developing Country Contexts

- a. Semi-structured interviews
- b. Evaluation of existing redesign methods
- c. Design & evaluation
- ...

SME environment is uncertain & requires Agile process redesign

- Limited resources
- Informal practices
- Empathy for workers
- Low literacy of customers
- High competition



References:

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