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**IMPROVEMENT OF THE BUSINESS PROCESS OF CONCLUSION OF CONTRACTS BY A HEAT SUPPLY ORGANIZATION FOR THE SUPPLY OF HEAT ENERGY WITH CLIENTS**

*DFD BPMN,*

*DFD, BPMN,*

*The article discusses the issues of improving the business processes of concluding contracts for the supply of heat energy with customers by a heat supply organization. DFD and BPMN business process models have been developed that describe the current and improved business process models; these models indicate the positions where the greatest number of organizational and technical problems occur when concluding contracts. The results of the work of the improved model of the business process of concluding contracts with clients are shown.*

*Keywords: business processes, contracting, DFD model, BPMN model, benchmarking.*

[1, . 213].

( )

, DFD BPMN [2, . 382].

[3, . 325; 4, . 39].

1.

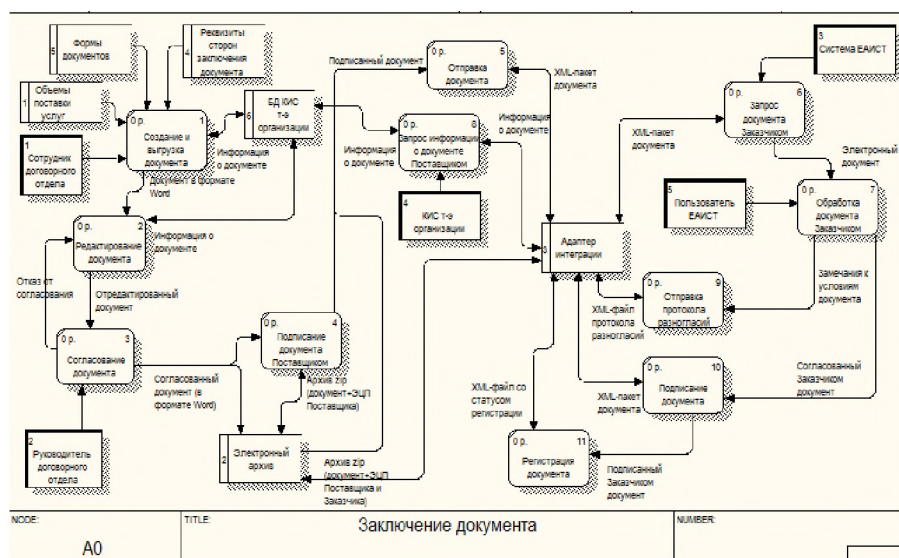
9 10,

1 -

1	Word	0,033
2		0,33
3		0,033
4		0,066
5		0,16
6		0,25
7	( , )	0,016
8		0,033
9		17
10		12
11		0,5
12	( , )	0,033
13		0,5
14		0,33
15		0,033

9 12

[4, . 42].



1 - DFD

DFD ( ).

1

DFD

3 ( ).

[4, . 43].

2.

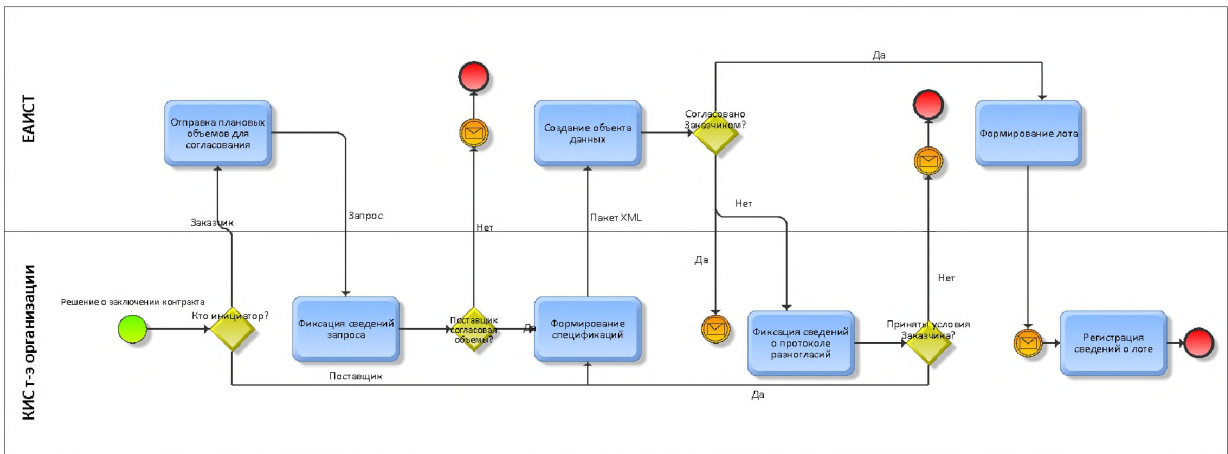


Рисунок 2 – Схема процесса планирования контрактов

2.

2 -

1		0,25
2		1,5
3		0,066
4		0,033
5		0,033
6		0,033
7		0,5
8		4
9		3

... [9, . 446]

... 64 (8 ...)

39 (5 ...)

48 % 7 %.

1. ... [ ]/ ... // ...
2018. - 12-15. - .213-216.
2. ... [ ]/ ... //
3. - 2018. - 3. - .382-399.
3. / ... // ... - 2018. -
- 11-3.- .323-326.
4. ... //
5. - 2020. - 2. - 5. - .39-44.
5. [ ]/ ... // ... - 2019. - 12(39) - 3. - .445-449.

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