

## LOGISTICS AND PROCESS-BASED ORIENTATION

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### Abstract

The sense of direction for processes in the organization means both more and more universal and more effective implementing concepts orientated exactly to processes gradual diverging from concepts orientated to functions and area of activities. Representative changes in organizations are working on the assumption that the structure of the open system is being created based on processes closely connected with oneself, understood as basic dynamic subsystems.

The development of the knowledge for processes results in all from the change of the modus operandi on the plain of the forming of the structure of creating and the transformation of value, product development, forming of relations between supplier and recipient, problem solving of customers, aspiration to synergetic terminations in the area of identification and streamlining of costs, the aspiration to wider and more effective applying modern methods and tools of management etc.

In the article an integrative, coordinative and creative character of process-based orientation in the particular type of organization was shown.

### Keywords:

logistics, process approach/ process-based orientation, IT technology, common judiciary

## 1. INTRODUCTION

The sense of direction for processes in the organization means both more and more universal and more effective implementing concepts orientated exactly to processes gradual diverging from concepts orientated to functions and area of activities.

Representative changes in organizations are working on the assumption that the structure of the open system is being created based on processes closely connected with oneself, understood as basic dynamic subsystems.

Wprowadzając w problematykę podejścia procesowego w odniesieniu do logistyki należałoby wyjść od sformułowania ogólnie zaaprobowanego pojęcia logistyki w znaczeniu gospodarczym.

## 2. LOGISTICS IN ECONOMIC MEANING

In that sense „logistics is a complex knowledge about logistics processes ( processes of the flow of products), connected with every economic activity and ways of effective management of these processes”[1]. To the basic tasks of such interpreted logistics we include:

- analysis and diagnostics of kind of logistic processes, their common relations and relationship of logistical processes to other activities,
- research and implementation of more effective research tools of logistical processes,

- development of methods for the effective implementation of logistical processes in the activity of the organization.

Literature studies based on deep practical study shows that logistics, by its very nature, focuses on the processes that go beyond traditional functional areas of the company, which is confirmed by the contemporary emphasis on logistics management throughout the whole supply chain. [2] Special attention when considering the logistical processes must be paid to the dominant influence of the trend of integration, the development of a process approach in organizing the logistical processes and to build organizational relationships, manifested in the configuration of the organizational structure adequate to the specific features of processes [3] and forms of cooperation within the net and logistical structures. [4]

### **3. LOGISTICS DEVELOPMENT TENDENCIES**

The developing trends of logistics have the influence on concentration on process approach. A clear opinion on the evolution and development of logistics concepts expressed P. Blaik, concluding on the basis of studies in literature that it goes towards the concept of management (logistics management), involving the integrated formation of all logistics processes. [5]

The key changes in logistical management include orientation to integrated development of all logistical processes. The development of a process approach to manage of the logistics is supported by concentration on time criteria and integration of organization dependence, making organization closer to the ideal logistical organizations, customer-oriented. Management based on processes (process management) is seen in a model form as a conception of a process structure organization and in inter-organization systems requires fulfilling of many demands and serious changes in redesigning of processes both in internal organizations as well as in inter-organization systems.[6]

The organization aspect is considered to be a major barrier to the implementation of integrated logistical concepts and the process approach marks the direction of changes in these structures, which are based on key processes. Transformations in organizational structures go in the direction of the horizontal structures, with changing the relationship into relations among jurisdiction and office /secretary staff .

We can see a significant role of logistics in such configuration of structure activity which enables to elaborate decision-making procedures on the basis of cooperation and synchronization of the running of the basic and logistical processes. This reasoning can be justified by the noticed fact of the phenomenon of the integration logistical processes in organizations in the narrow sense, arising from the real core knowledge of logistics, which central elements is thinking in a category of flows. [7]

### **4. THE ESSENCE OF THE PROCESS APPROACH**

Process approach is serving in organizing and in modifying the activity process. In practice process approach can be understood as a harmonizing of the events space in time and having different use : from the way of understanding the economical activity in smaller firms to the complicated systems of quality or knowledge management realized on the basis of identified flow of materials in information. This universal character of application of ideas of process approach can be used in case of standard constructions and models which can be used in many organizations, if there is such a possibility. According to K.Perechuda in practice the process approach means rejection of statistic and adopting the dynamic optics of analysis of effectiveness of activity of the enterprise and interactive communication wit an environment. [8] Aims to apply the approach of above mentioned features are:

- time reduction of processes,
- reduction of costs of processes

- increase of the quality of final products and processes [9]

Gaining these goals can be assured, among the others, by automation of simple and repeated activities and improvements of activities, which generate the highest quality.

## 5. THE CHARACTER OF THE ORIENTATION PROCESS

The development of the knowledge for processes results in all from the change of the modus operandi on the plain of the forming of the structure of creating and the transformation of value, product development, forming of relations between supplier and recipient, problem solving of customers, aspiration to synergetic terminations in the area of identification and streamlining of costs, the aspiration to wider and more effective applying modern methods and tools of management etc. So it can be stated that processes orientation is mainly described by its integration, coordination character and creative one [10].

Incorporation of the process approach by the other management conceptions predisposes to activities directing to create paradigms, it is not, however, authorized in the atypical use – in organizations, which are not of general classifications, as for example universal jurisdiction. Because even general management frameworks are in that case forced by the Main Act – Polish State Constitution and the other supervision law rules “center of gravity” will be moved into activities connected with logistics and creative character of orientation into processes.

## 6. APPLICATION OF IT SOLUTIONS FOR SUPPORTING THE LOGISTICAL PROCESS

Creative character of orientation into processes is connected with reorganization of universal judiciary. In oriented into processes of reorganization the beginning is not at the existing organization structure, but creates positions and departments appropriate to the requirements stated by the processes. In Polish universal judiciary we can notice developed activities which allowed to create a flexible run of work and flow of information in the area of serving the customer. In realization of the key processes (initiation and the court proceedings) the character flows from the nature of that process, however there is a possibility of achieving its higher effectiveness and clarity of activity, what could make cooperation and coordination of tasks easier and identification of logistical processes. SWOP – System of Supporting Organization of Cases is a functioning in judiciary software fulfilling the functional assumptions elaborated by Department Centre of Polish wide Judicial Record and Computerization of the Ministry of Justice. The fundamental premise for creating the SWOR system was to build software that on the one hand, is integrated with applications supporting office processes departments of the Court, on the other hand is an area of potential exchange of information inside and outside of Court. [11] SWOR operates under the SAWA system, which is a comprehensive software that supports the work of all departments of the substantive Court of Appeal.

The origin of the system SAWA was the idea of software for statistic summery, such as register of date of receipt of the claim / application, date of circumscribe judge referent, case symbol, ways of dealing with a case in order to prepare the reports- monthly, semi-annual and annual. The idea with time was broaden with integration of recording devices and liquidation of reaping activities – register of pages only in a repertory and on that basis conducting an alphabetic index automatically. The next step was automation of the preparatory process preparing the correspondence - generation of summons and letters on the basis of the defined pattern completed with the data from repertory or schedule of meetings and print of the serial correspondence. With the increase of the registered cases occurred the need of introducing the control functions as for example finding old cases, control of dates, etc

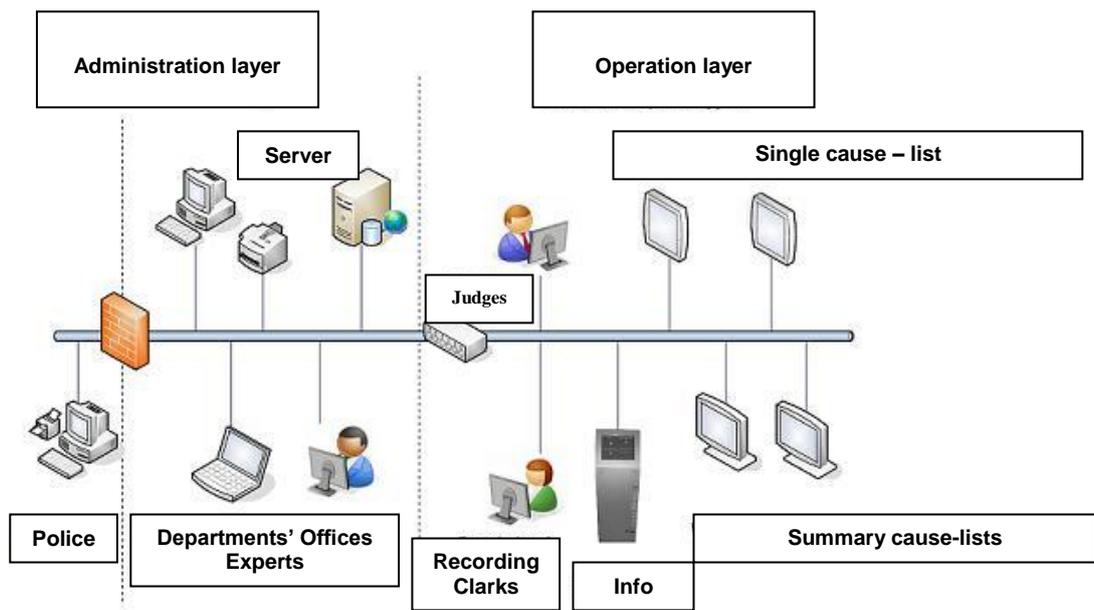


Fig. 1 Arrangement of judicial resources [12]

SWOR system was elaborated in three-ply architecture with the ASP.NET 2.0 method and Ajax 1.0 of the Microsoft firm. The essence of the system is fully integrated with the department software, what allows to reduce the additional users' work to necessary minimum and allows you to organize the judicial resources and full control over the scheduling of hearings (Fig. 1). The functionality of the system allows it to be used in courts at all levels. Increase of a comfort of work by automating the flow of information to improve the dynamics of conducting hearings and provides ordering lawsuits. It is a modular and scalable, allowing for a broad expansion.

SWOP system works on the basis of the time organizer and information portal. It has variety of calendars (experts, video-conferences, cases, cause-lists) connected together what easily allows to find conflicts during reservation of source in time. Besides the system calendars it allows to generate electronically cause-lists, and to present the group cause-lists on the large monitors. Whole is complemented by the court website contains advertisements and ordinances of the President of the Court, sample documents and court fees calculator.

## 7. CONCLUSION

Modern understanding of the logistics involving the deliberate and integral formation of all logistical processes requires support solutions. The judiciary IT solutions should result in not only more access for the citizens to the wider public justice but should significantly improve the work of the court itself, which translates to the efficiency of the entire system. The concept of implementing a process approach in the organization must meet many demands and major changes in the redesign of processes within the organization, as well as inter-organizational systems. Swore system is one of many solutions that should which support the implementation process. Continuation of the policy of the Ministry of Justice in above range seems to be essential. Due to the implemented by the resort IT systems, including: Information System of Supporting the Substantive Processes and Integrated Process of Accountancy and Staff, the activity of the Court will be supported.

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