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[1] Enterprise Resource Planing

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[3] Process Classification Framework

[4] American Productivity Quality Center (APQC)

[5] Benchmarking

[6] Generic
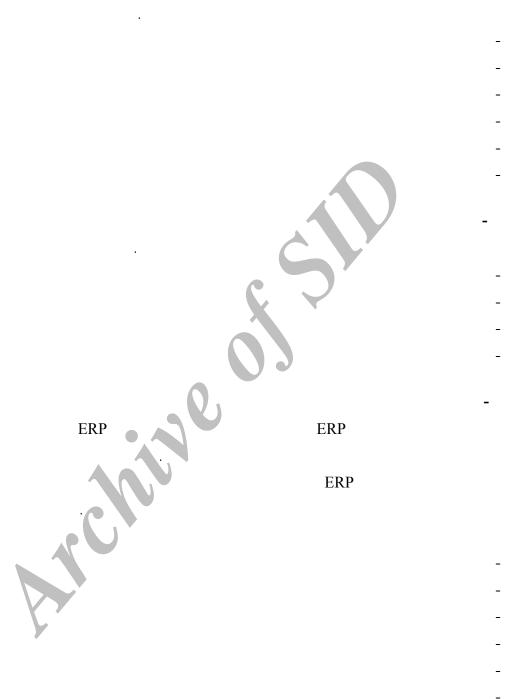
[7] Best Practice

[8] Workflow Engine

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