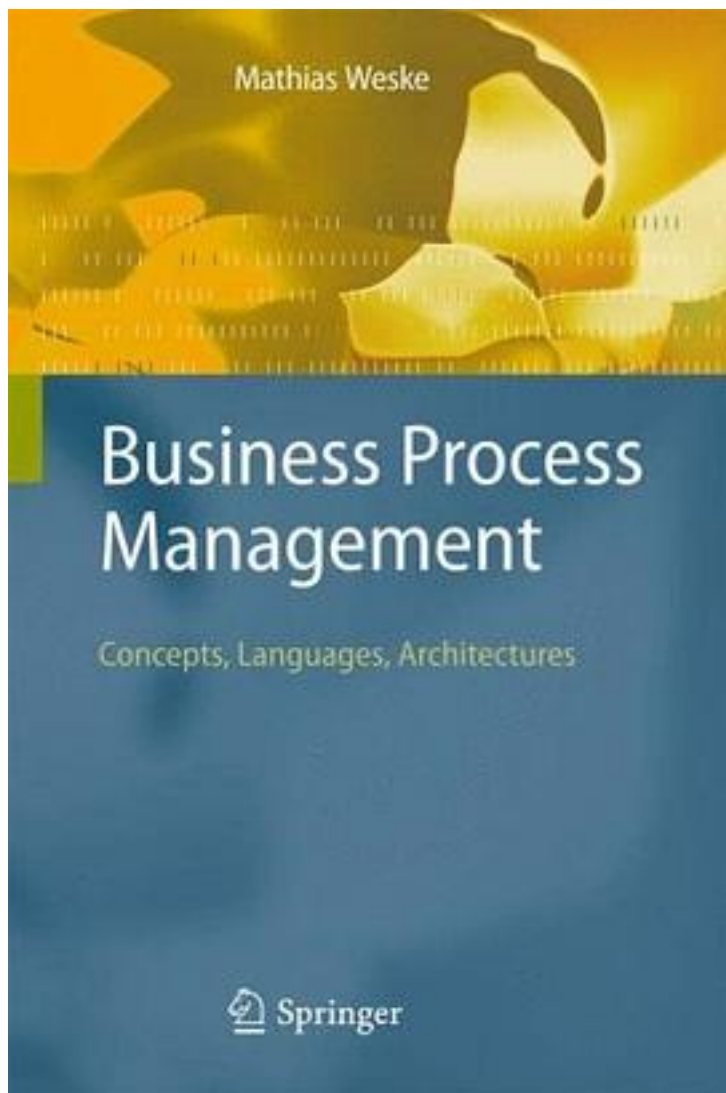


Business Process Management



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"Business Process Management: Practical Guidelines to Successful Implementations" provides organizational leadership with an understanding of Business Process Management and its benefits to an organization. This book also gives Business Process Management practitioners a framework and a set of tools and techniques that provide a practical guide to successfully implementing Business Process Management projects and provides a holistic approach and the necessary details to deliver a Business Process Management project. "Business Process Management: Practical Guidelines to Successful Implementations" delivers: a proven in-depth step-by-step framework for the Business Process Management practitioner; insights into how to embed Business Process Management within an organization to ensure a continuous business process involvement culture; practical tools, explanations and assistance in the successful implementation of a BPM project; more than 50 case studies to illustrate various steps and aspects of the framework; and, an overall view and understanding of Business Process Management and the move towards a process-centric organization. This work encompasses best practices and an overview of the most important tools and methods. It presents an in depth framework for the Business Process Management practitioner. It gives insights into how to embed Business Process Management within an organization to ensure a continuous business process improvement culture. It provides practical tools, explanations and assistance in the successful implementation of a BPM project. It includes in excess of 50 case studies to illustrate various points in the book.

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