

Fundamentals Of Business Process Management Springer

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The frameworks include: Lean ! a methodology that focuses on cutting out all waste in processes. Lean seeks to create more value for customers... Six Sigma ! a quantifiable method for continuous process improvement that improves processes by measuring defects and... TQM ! (Total Quality Management) ...

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Welcome to the companion site of Fundamentals of Business Process Management. We are pleased to announce the second edition of our textbook! This second edition includes extended and completely revised chapters on process identification, process discovery, qualitative process analysis, process redesign, process automation and process monitoring. We also added a new chapter on BPM as an enterprise capability, which expands the scope of the book to encompass topics such as the strategic ...

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Fundamentals of Business Process Management
This textbook covers the entire Business Process Management (BPM) lifecycle, from process identification to process monitoring, covering along the way process modelling, analysis, redesign and automation. Concepts, methods and tools from business management, computer science and industrial engineering are blended into one comprehensive and inter-disciplinary approach.

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!Fundamentals of Business Process Management! derives its merits from its firm foundation in the latest applied BPM research. Relying on scientifically sound practices means capitalizing on evidence rather than depending on confidence. This clearly differentiates this much needed publication from many of its predecessors.

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Business Process Management (BPM) is the art and science of how work should be performed in an organization in order to ensure consistent outputs and to take advantage of improvement opportunities, e.g. reducing costs, execution times or error rates. Importantly, BPM is not about improving the way individual activities are performed, but rather about managing entire chains of events, activities and decisions that ultimately produce added value for an organization and its customers.

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The authors of Fundamentals of Business Process Management make it clear that they believe that BPM is quite a bit more than BPMS. On the other hand, their book suggests that they believe students should be introduced to BPM as if it were a process redesign discipline. They have left out the process management!

Fundamentals of Business Process Management
Fundamentals of Business Process Management. Business processes represent one of the core assets of organisations for many reasons. They have direct impact on the attractiveness of products and services, influence customer experiences and ultimately revenue in case of corporations. Processes orchestrate corporate resources to fulfill these external demands and therefore are a key factor determining the cost-to-serve and operational efficiency.

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!Fundamentals of Business Process Management! takes on the challenge of distilling the current landscape of BPM methods and tools succinctly and pedagogically. It brings meaningful order and consistency into approaches that often have been developed, discussed, and deployed in isolation.

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19 Process Identification ! Steps ! Enumerate major processes ! Determine process boundaries (scoping) ! Assess strategic relevance of each process ! Assess of the !health! of each process ! Qualify the culture and politics of each process ! Back judgments with performance measures See Davenport (1993) Prioritized Processes & Performance Measures

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