

## Business process management : practical guidelines to successful implementations

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### Abstrak

he book provides an overview of all major useful frameworks (such as LEAN and Six Sigma) without over-investment in one over another, and a unique emphasis on BPM's interrelationship with organizational management, culture and leadership--BPM is about people as much as processes. Its common-sense approach teaches how BPM must be well-integrated across an entire business if it's to be successful: augmented and aligned with other management disciplines. The third edition brings Jeston and Nelis' practicable frameworks and solutions up-to-date with the latest developments in BPM, including the application of the frameworks to value-driven BPM. This new edition includes: 1. Enhanced pedagogy to help students learn and tutors use the book for their classes: now includes learning outcomes, chapter topics, learning objectives, highlighted key points, chapter summaries, critical discussion points and self-test questions; 2. New and revised case studies throughout; 3. New chapters on questions that have become more crucial since the second edition's publication: How should we start--top-down or bottom-up? Should we be customercentric? How does BPM link to today's most pertinent management and technology issues? What are the critical success factors? 4. Due to popular demand, a new and expanded section on IT in BPM; 5. A brand new companion website including slides and assignment answers. Read less