

Business process change : a business process management guide for managers and process professionals

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Abstrak

Business process change, provides a balanced view of the field of business process change. Bestselling author Paul Harmon offers concepts, methods, cases for all aspects and phases of successful business process improvement. Updated and added for this edition is new material on the development of business models and business process architecture development, on integrating decision management models and business rules, on service processes and on dynamic case management, and on integrating various approaches in a broad business process management approach.

New to this edition :

- How to develop business models and business process architecture
- How to integrate decision management models and business rules
- New material on service processes and on dynamic case management
- Learn to integrate various approaches in a broad business process management approach