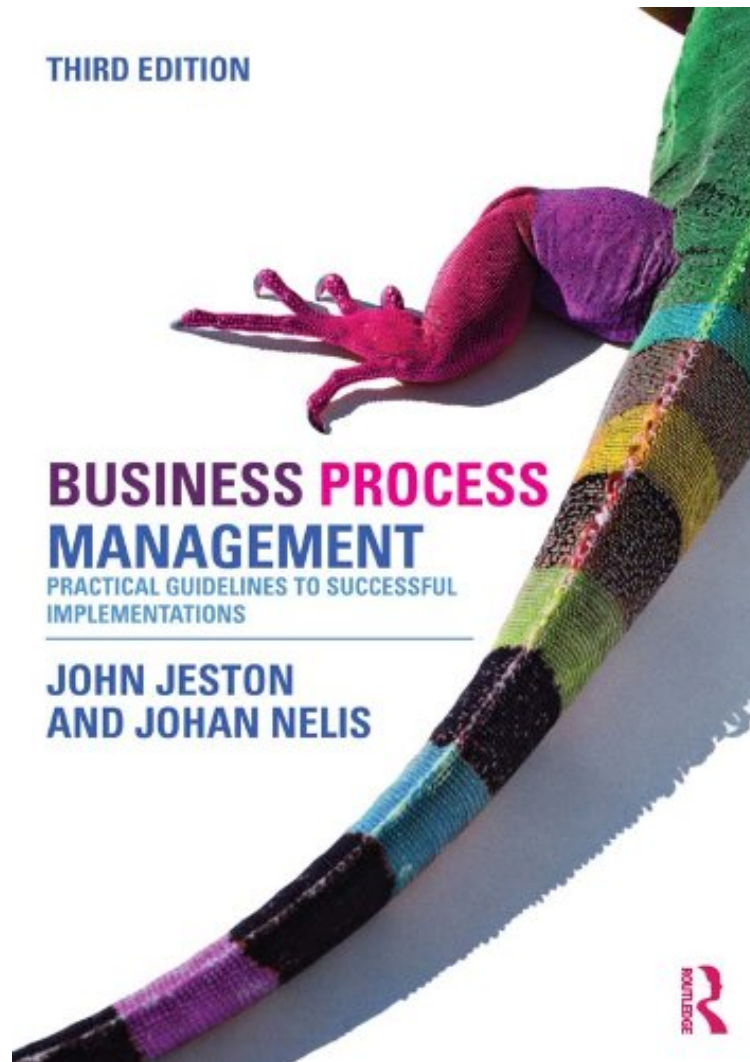


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Business Process Management

John Jeston

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John Jeston : Business Process Management before purchasing it in order to gauge whether or not it would be worth my time, and all praised Business Process Management:

0 of 0 people found the following review helpful. Five StarsBy JacquelineThanks for the great deals will check back for future school books.0 of 2 people found the following review helpful. What I have of the book is great, however I expected all pages to be included ...By liz wilmarthWhat I have of the book is great, however I expected all pages to be included for the price I paid. The book is missing 15 pages.3 of 3 people found the following review helpful. Useful and comprehensive - from theory to strategy to practiceBy Jessica WeissmanJeston and Nelis have produced a comprehensive textbook and guide to BPM - now in its third edition - that actually offers a useful combination of theory and practical guidance, along with enough case studies that you can find something to bolster your case to reluctant management.I've worked as an IT consultant for years, sometimes doing large strategy-to-implementation

BPM projects (as part of a team) and sometimes just doing the technical stuff that falls in the middle of the framework. I've even taught Information Engineering, the James Martin version of part of BPM. This book, while subject to the usual many-words-for-simple-concepts disease, in fact does stick to what is actually useful and necessary for BPM implementations. It's hard to say much specific about the book, because it covers a huge topic very well. The graphic layout is a bit fussy, with almost every bit of text or diagram set off in a different color or with a different format, or something. Perhaps that helps students find things, but it gets annoying for this old fogey. While the authors offer an execution framework, they accommodate other standard frameworks (Six Sigma, etc). And they include plenty of material about the hard parts - managing change, getting sponsors, not running out of steam, and all those nontechnical aspects that are vital. If you're looking for a particular technique and how to implement it, the table of contents and index help you find it - and there's enough coverage that you can do a reasonable job with it. The BPM INSIGHT paragraphs were annoying - they verged on the obvious. For example: "The most capable people are quite heavily booked, and managers are tempted to place the available, rather than the capable people on projects as Subject Matter Experts. This seriously limits the potential to innovate, especially in transformation projects." Nice to know, on the offchance you didn't know it from your first experience with any such project. No solution is offered, mostly because there isn't one that doesn't involve more political capital than someone reading this book is likely to have. Still, it might be useful to show to some boss, to back up your opinion on the topic and possibly even to get Mr. Timewaster Incomptentus sent back to his department where he can't slow you down too much. In sum: Excellent textbook, useful for practitioners as well. Unless you're taking a graduate class, don't read from cover to cover. And don't drop it on your foot unless you're wearing steel-toed shoes. 600+ pages of heavy slick paper can make quite a dent in your toesies.

Business Process Management, a huge bestseller, has helped thousands of leaders and BPM practitioners successfully implement BPM projects, enabling them to add measurable value to their organizations. The book's runaway success can be attributed partly to its 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. This highly anticipated third edition brings Jeston and Nelis's practicable frameworks and solutions up-to-date with the latest developments in BPM, including the application of the frameworks to value-driven BPM. This thoroughly revised and updated new edition includes: • 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 • New and revised case studies throughout • 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? • Due to popular demand, a new and expanded section on IT in BPM • A brand new companion website including slides and assignment answers

'This book shouldn't be unusual, but it is. It should have been written a long time ago, but it wasn't. All books on business process management should be similar to it, but they aren't. Books that purport to tell people in organizations how to do something should be this clear, but they seldom are. Process management should have already been demystified, but it hasn't been. What's exceptional about the book is its extraordinary common sense.' Tom Davenport Professor and Director of Research Babson Executive Education, Babson College This book shouldn't be unusual, but it is. It should have been written a long time ago, but it wasn't. All books on business process management should be similar to it, but they aren't. Books that purport to tell people in organizations how to do something should be this clear, but they seldom are. Process management should have already been demystified, but it hasn't been. What's exceptional about the book is its extraordinary common sense. Tom Davenport Professor and Director of Research Babson Executive Education, Babson College This book shouldn't be unusual, but it is. It should have been written a long time ago, but it wasn't. All books on business process management should be similar to it, but they aren't. Books that purport to tell people in organizations how to do something should be this clear, but they seldom are. Process management should have already been demystified, but it hasn't been. What's exceptional about the book is its extraordinary common sense. Tom Davenport Professor and Director of Research Babson Executive Education, Babson College This book shouldn't be unusual, but it is. It should have been written a long time ago, but it wasn't. All books on business process management should be similar to it, but they aren't. Books that purport to tell people in organizations how to do something should be this clear, but they seldom are. Process management should have already been demystified, but it hasn't been. What's exceptional about the book is its extraordinary common sense. Tom Davenport Professor and Director of Research Babson Executive Education, Babson College

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About the Author
Tom Davenport is Professor and Director of Research Babson Executive Education, Babson College. John Jeston has over 40 years' experience in senior executive and consulting positions. He runs an international consultancy, Management By Process Pty Ltd. Johan Nelis works for Oakton, an Australian consulting and technology firm as Business Improvement Practice Manager. He established and managed BPM practices in Europe and Australia. He was co-founder and Vice Chairman of the Dutch BPM Forum and Chairman of the Sydney Forum.