



## Business Process Management: Profiting From Process (Paperback)

By Roger Burlton

Pearson Education (US), United States, 2001. Paperback. Condition: New. Language: English . This book usually ship within 10-15 business days and we will endeavor to dispatch orders quicker than this where possible. Brand New Book. Business processes are the production lines of the new economy. When they fail us, our products and services fail our customers, and our business fails its owners. The more businesses change, the more they must concern themselves with their stakeholder relationships and manage their processes so that technologies and organization designs have a common business purpose. This book shows you how to deliver integral processes and helps you build a fully process-managed enterprise. The Process Management Framework provides the strategic guidance and tactical steps to make the switch. Encompassing eight phases, the Framework migrates organizational and process transformation through strategy, design, realization, and actual operations. For each phase, this book provides detailed descriptions of the steps, their inputs, outputs, guides, and enablers, as well as the tricks, traps, and best practices learned by experienced practitioners. It also covers the related disciplines of managing programs, risk, quality, projects, and human change, and how process management is the key to ensure a fit among all these areas....



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