



How Work Gets Done: Business Process Management, Basics & Beyond

By Artie Mahal

Technics Publications LLC. Hardback. Book Condition: new. BRAND NEW, How Work Gets Done: Business Process Management, Basics & Beyond, Artie Mahal, Rediscover how your organisation works and where it can be improved by using simple, yet powerful techniques! This book provides the business or IT professional with a practical working knowledge of Business Process Management (BPM). This book is written in a conversational style that encourages you to read it from start to finish and master these objectives: Learn how to identify the goals and drivers important to your organisation and how to align these with key performance measures; Understand how business strategies, business policies, and operational procedures need to be connected within a Business Process Architecture; Know the basic building blocks of any business process Inputs, Outputs, Guides, and Enablers; Learn how to create a BPM Center of Excellence in your organisation; Acquire the skills to establish a BPM methodology addressing Enterprise-level, Process-Level, and Implementation-Level priorities; Learn how to build a Process Competency Framework encompassing all BPM stakeholders; Obtain the knowledge to improve a process step-by-step with easy to use techniques and templates such as swimlanes and flowcharts.



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