Passports to Success in BPM; Real-World, Theory and Applications

By Nathaniel Palmer, Peter Schooff, LLoyd Dugan, Charles Farina, Pedro Robledo, Frank F Kowalkowski, Prof Mark von Rosing, et al

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Passports to Success in BPM

Real World, Theory and Applications

Is your BPM project set up for success or failure?

Knowing what your BPM success will look like before you even begin your journey will help you achieve it. So will knowing what are the most common causes of failure. We learn more from failure than success, but it's easier, cheaper and quicker to learn from others' mistakes rather than go through the pain personally.

BPM projects fail more often as a result of missed expectations than inadequate technology. In this book you will learn how to create and present a credible business case and plan for success, see particularly the chapter **BPM Success Manifesto**

The value of BPM is realized through planning and measurement, and the business case needs to be developed with transparent success criteria and real-world metrics.

Contents and Chapter Abstracts

Foreword by Keith Swenson

"The Top 5 Reasons Why a BPM Project Fails" by Peter Schooff

"The BPM Success Manifesto" by Nathaniel Palmer

"How Strategic are Your BPM Initiatives? Four Questions to Ask Yourself" by Charles Farina

"BPM empowers the Digital Enterprise" by Pedro Robledo

"Exploiting Business Architecture for Process Excellence" by Lloyd Dugan

"Using Analytics to Identify Process Opportunities" by Frank F. Kowalkowski

"Learning from the Leaders" by Prof. Mark von Rosing, Maria Hove, Henrik von Scheel

Success in BPM: Award-winning Case Studies

In addition to the highly insightful and instructional white papers contributed by industry thought leaders, this book provides compelling award-wining case studies written by those who have been through the full BPM experience.

BPM is essential to a company's survival in today's hyper-speed business environment. BPM done right empowers an enterprise to compete at the highest level in any marketplace. BPM done right delivers continuous business transformation.

So it is absolutely essential to understand how to avoid doing BPM wrong: *in fact, your business depends on it.*

Bank Dhofar

HCL IBS, United Kingdom

HML, UK

Liberty University, USA

Prince Sultan Military Medical City, Saudi Arabia

PSCU, United States

Right of Way, Department of Transport of Abu Dhabi, UAE

Refinery of the Pacific, Ecuador

Swiss Federal Railways SBB

U.S. Department of Veterans Affairs, USA

Vitens, the Netherlands

These case studies describe successful ROIs and competitive advantages gained

through BPM and the writers also generously share solid advice on how to avoid the pitfalls they personally encountered– and overcame. These examples present great learning opportunities for you (and a lot more inside the book):

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Editorial Review

About the Author
Palmer is a principal and chief analyst at Delphi Group. A frequent lecturer and commentator on the X-economy and the business of technology, he regularly counsels many of the industry's leading software vendors and online service providers worldwide.

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