

Frequently Asked Questions

Chapter 1|7 pages

What is Business Process Management?

Chapter 2|11 pages

How Can We Demystify Business Process Management?

Chapter 3|11 pages

Who Should be Involved in BPM and the Critical Success Factors

Chapter 4|7 pages

When Should You Do BPM—What are the Main Drivers and Triggers?

Chapter 5|6 pages

How Should you Start BPM—Bottom-Up or Top-Down?

Chapter 6|7 pages

Why is it Important to Improve Business Processes Before Automating Them?

Chapter 7|13 pages

What are the Technology Components of BPM?

Chapter 8|8 pages

Should You be Customer-Centric?

Chapter 9|7 pages

Why is Determining BPM Foundations A CRITICAL FIRST STEP?

Chapter 10|9 pages

Why Do You Need a Structured Approach to Implementing BPM?

Part Part 2|434 pages

BPM—How Do You Do It?

Chapter 11|21 pages

7FE Framework Overview

Chapter 12|15 pages

Guidelines on How to Use the 7FE Framework

Chapter 13|55 pages

Foundations Phase

Chapter 14|44 pages

Enablement Phase

Chapter 15|33 pages

Launch Phase

Chapter 16|40 pages

Understand Phase

Chapter 17|57 pages

Innovate Phase

Chapter 18|26 pages

People Phase

Chapter 19|14 pages

Develop Phase

Chapter 20|16 pages

Implement Phase

Chapter 21|19 pages

Realize Phase

Chapter 22|9 pages

Sustainability Phase

Chapter 23|4 pages

Essentials Introduction

Chapter 24|30 pages

Project Management

Chapter 25|29 pages

People Change Management

Chapter 26|9 pages

Leadership

Chapter 27|10 pages

Organizational Sustainability and Performance Management

Part Part 3|49 pages

Introduction

Chapter 28|30 pages

Case Studies from the USA, Asia, and Europe

Chapter 29|17 pages

BPM Maturity