



Business Process Management

By John Jeston

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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' 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!

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Editorial Review

Review

'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

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.

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