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Preface

About the Authors

PART 1. THE SETUP

Prologue Here are some good folks on a BPM odyssey

Let’s join them—what are they up to, let’s see!\*

PART 2. THE PLAY

Act I. Exploring Processes in the Organization

Scene 1: Thinking in Processes

Facing a challenge, the division leaders meet one day

As the discussion proceeds, process thinking holds sway

Scene 2: So Many Processes

An organization is seen, not structured into departmental silos

But as several processes that describe how the work flows

Scene 3: Prioritizing Processes

All these processes—great, now we can tell them apart

But with so many to consider, where do we start?

Act II. Working with a Process

Scene 4: Modeling a Process

Let’s focus on one process, capture how it works

How? Do I reveal all details? Do I flaunt all quirks?

Scene 5: Analyzing a Process

We know the customers complain about that process

Let’s try to locate what’s wrong, what are the causes

Scene 6: Redesigning a Process

How do we do this? Consider analysis results, use the heuristics

There will always be trade-offs, but it will be a potent mix

Act III. Considering Technological Solutions

Scene 7: Deploying Processes

So you have redesigned some processes—great, let’s deploy

Is there a technology platform I need to employ?

Scene 8: Buying Processes

This is a lot of work; can we buy processes from vendors who

design?

Use their software and retrain our employees to fall in line?

Scene 9: Customizing Processes

You may need to configure, customize, polish edges

Be prepared to pay the consultants some high wages

Scene 10: Rolling Out Processes

Buying that software is a small part of this work

The financial concerns will be just the tip of the iceberg

Afterword:

Reflections

Thank you, good folks, for sharing this composition!