



Management by Process

By John Jeston, Johan Nelis

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Business Processes are one of the critical drivers for any organisation in realizing their organizational strategic objectives. This means that management must constantly review and realign organizational processes to reflect the massively unfixed nature of business demands, such as changing market circumstances; the changing demands of new customer and existing customers; new products and pricing; changes in strategy; and linking processes to new partners and suppliers.

Establishing and maintaining a process-focused organization is critical as organizations are pressured to keep achieving further growth and profitability, preferably in double digits, whilst the avenues available for achieving this growth are getting more and more restricted due to legislation, global competition and saturation in the market place.

This highly accessible book provides a clear and thorough exposition of the six key dimensions necessary for the creation of a process-focused organization: * process governance * strategic alignment * methods (execution/implementation) * people * culture * technology.

Each of these critical Dimensions are given a systematic and revealing treatment, examining each Dimension in terms of: * Importance * Key trends in this area * Elements that comprise the dimension * Detailed description of the elements that comprise the ideal or visionary position * Road map of how to get there from various starting positions.

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Editorial Review

About the Author

John Jeston has extensive experience in the business and IT industries, where for over 30 years he has covered project management, Business Process Management (BPM), business process re-engineering, systems development, outsourcing, and general management. In addition to his roles as a consultant, he has held the positions of Financial Controller, Divisional Manager, Director of a software company, HR Director and Chief Information Officer. John is an internationally recognised expert in BPM strategy and implementation. He currently manages his own internationally based consultancy, Management by Process Pty Ltd, specialising in training and selected process service offerings.

Johan Nelis has international experience as a hands-on Business Process Management Consultant. He established and managed a BPM practice of 30 consultants in the Netherlands. He established the Dutch BPM Forum. He is Lead Consultant at a BPM consultancy, where he provides strategic advice on business process services and supervises a team of BPM consultants.

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