



## **Business Process Management**

John Jeston, Johan Nelis

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Business Process Management: Practical Guidelines to Successful Implementations provides organizational leadership with an understanding of Business Process Management and its benefits to an organization.

This is an easy-to-use, easy-to-read guide that provides a practical framework, complete with a set of tools and techniques, to successfully implement Business Process Management projects. In addition, it features vital organizational perspectives that not only provide an overall view of BPM and the move towards a process-centric organization, but also reveal how to embed BPM within an organization to ensure a continuous business process improvement culture.



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