



Successful Business Process Management: What You Need to Know to Get Results

Paula K. Berman

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Companies--especially more complex organizations--require standard, documented processes and procedures to achieve high levels of quality and productivity. Too few, and inefficiency ensues; too many, and creativity is stifled.

Yet it can be difficult to find training on process improvement--and the range of complicated tools available could make even the most experienced professional's head spin. *Successful Business Process Management* fills the gap, providing a succinct, accessible overview of the field. Step-by-step instructions explain how to:

- Overcome resistance and apathy to standard procedures
- Take a systematic rather than ad hoc approach to process management
- Design key processes and capture them in documented procedures
- Revise existing processes when feasible
- Roll out the changes so people know what to do
- Embed them in the organization for reliable outcomes

Process management serves as a structural framework for streamlining activities and creating smooth workflows. Get it right--neither overly rigid nor under developed--and an outflow of continuous improvements will drive long-term success.

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Lucia Morrone:

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