

Business Process Management: A Practical Guide

By *Rashid N. Khan*

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Just as factory automation revolutionized manufacturing in the 20th Century, business process management (BPM) is poised to dramatically change the way 21st Century organizations conduct business and serve their customers. Although much has been written about the benefits of BPM, this is the first truly practical book that goes beyond the theory to provide an in-depth understanding of BPM and the way it changes the way organizations work.

BPM enables an organization to create automated "production lines" for processing information by leveraging modern software technology with the power and ubiquity of the Internet. Automated business processes enable the modern organization to reduce the time and cost for delivering information, goods and services to customers, while at the same time increasing accountability and metrics-driven performance improvements. Like a production line that effectively integrates workers and machines, BPM binds workers and line-of-business applications in a process that moves work at the speed of the modern network. It is essential for creating an agile organization capable of real-time response to business need.

Propelled by rapid advances in software technology, the pervasive growth of the Internet, and more recently, the rapid acceptance of Web Services, BPM is moving quickly to the business mainstream. It is therefore imperative for anyone concerned with improving productivity in a modern organization to understand the basic facts about this technology and how it is changing the way business is conducted.

This book is a practical guide to BPM. It devotes very little to the many benefits of BPM that have been amply covered by other authors, some of whom are cited in the bibliography. It is also not a book for software developers interested in the bits and bytes. Instead, it is devoted almost exclusively to the space where business meets technology. The goal is to educate the business people who are the ultimate beneficiaries of BPM. Unique to this book, readers who want to bring the concepts to life can request complimentary business process modeling and optimization software and examples for a hands-on BPM experience.

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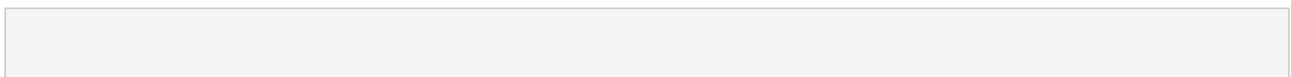
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Editorial Review

From the Publisher

This book is for ...

-CEOs, EVPs, Directors and the senior executive management of companies interested in improving business processes in their enterprise, and considering investing in BPM, workflow automation, EAI or related collaborative technologies.

-Line-of-business managers concerned with improving efficiencies through business process automation.

-CIOs, application software managers and network managers of companies seeking better, faster and easier ways to respond to needs of their internal and external customers.

-CTOs of business software and e-commerce companies interested in incorporating BPM and process automation to differentiate their products and services and increasing the value proposition to their customers

-Business process and Six Sigma practitioners and consultants interested in new solutions and technologies to improve the productivity of their corporate clients.

-Members of the investment community interested in understanding the dynamics of the burgeoning BPM market.

-MIS and IT educators interested in imparting knowledge about this vital software category, and their students.

From the Inside Flap

Business process management is creating a new wave of process improvement within and between organizations across all industries. Through his vision in BPM technology and his ability to provide businesses with the tools they need to increase productivity and profitability, Rashid Khan is at the forefront of leaders in this fast growing market. Readers are sure to find this book insightful and thought-provoking.

---J. Leon Zhao, Ph. D.

Associate Professor and Honeywell Fellow

Eller College of Management

University of Arizona

Rashid Khan is one of the BPM industry's greatest champions, and his new book takes its readers beyond the what and why, and on to the ever-so-essential how. The practicality and business benefits of BPM are validated with case studies from Microsoft Corporation, and a German manufacturing company, Bernstein AG. Business executives who read this practical guide will learn how to energize people-centric processes to optimize performance and improve business results.

--- Peter Fingar

Executive Partner, The Greystone Group, Inc.

Coauthor of Business Process Management: The Third Wave

About the Author

RASHID KHAN is the co-founder and CEO of Ultimus Inc., a pioneer in business process management and workflow automation. The company is a leading provider of Web-based BPM software solutions used by

more than 1,200 customers including Dell, Sony, Microsoft and Compaq, and has won several industry awards, including the eWeek 2004 Excellence Award, CRN Editor's Choice Award and PC Week's Best of COMDEX.

Prior to establishing Ultimus, Khan was the founder and CEO of Sintech Inc., a leader in advanced software for mechanical testing. He founded Sintech in 1983, and after six years of rapid and profitable growth, Khan sold Sintech to MTS Systems Corporation, where he worked for five years as a vice president and general manager. During this period he took the company through ISO 9000 certification. This experience made him aware of the need for business process management and workflow automation.

Khan holds two undergraduate degrees from MIT in Computer Science and Political Science. He obtained a Masters degree in Computer Science from the University of California at Berkeley, and an MBA from the Harvard Business School. Khan was awarded three technology patents by the U.S. Patent Office, two of them in the area of business process management and workflow automation software. He has published numerous technical papers and business articles.

Users Review

From reader reviews:

William Perez:

Now a day individuals who Living in the era just where everything reachable by interact with the internet and the resources included can be true or not demand people to be aware of each data they get. How individuals to be smart in obtaining any information nowadays? Of course the solution is reading a book. Examining a book can help folks out of this uncertainty Information particularly this Business Process Management: A Practical Guide book because this book offers you rich data and knowledge. Of course the info in this book hundred per-cent guarantees there is no doubt in it you probably know this.

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