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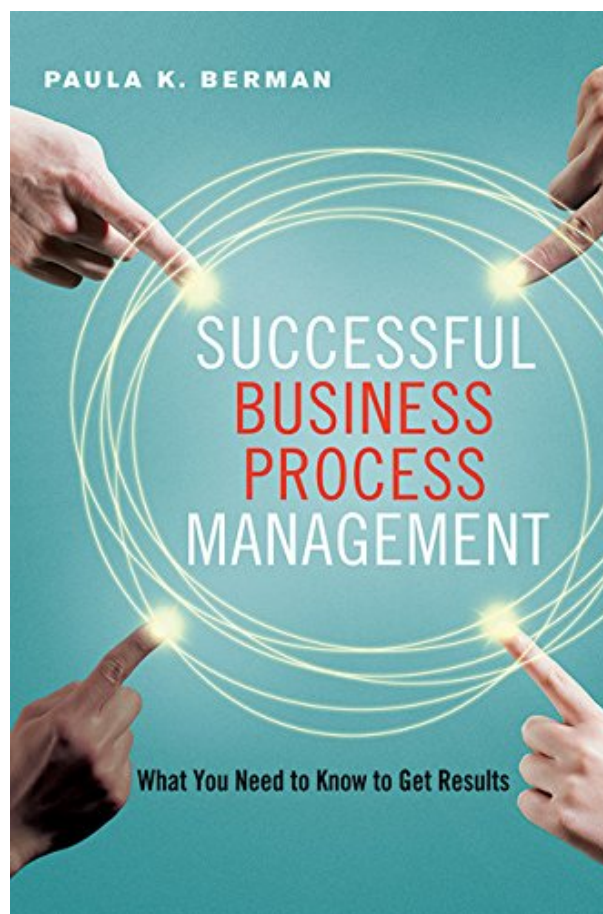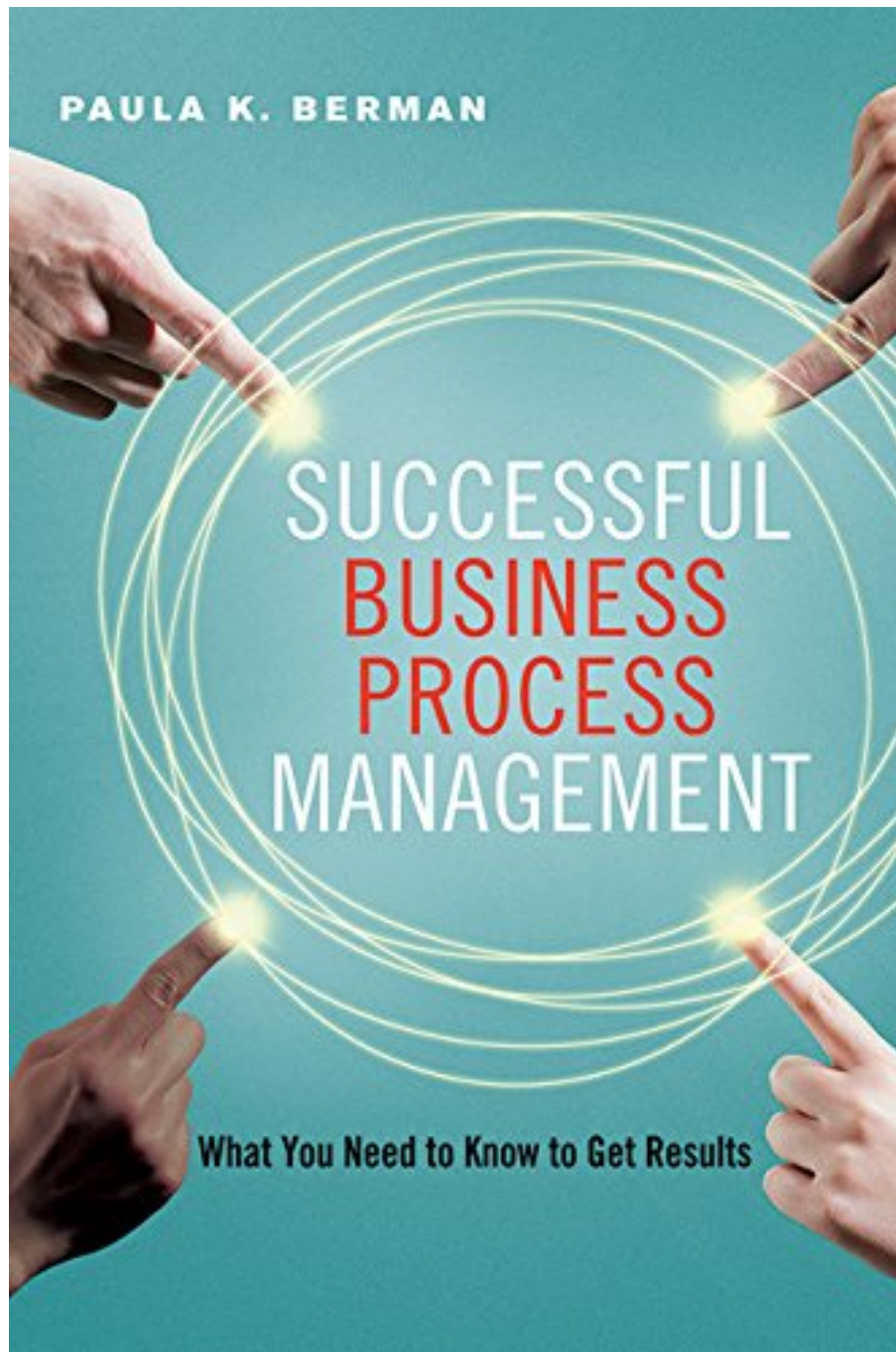**SUCCESSFUL BUSINESS PROCESS MANAGEMENT: WHAT YOU NEED TO KNOW TO GET RESULTS BY PAULA K. BERMAN**

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Review

"This is a balanced, well-written, practical and easy-to-read guide on business process management, and I strongly recommend it." --Quality Progress

From the Inside Flap

Business process management is a highly effective, budget-sensitive way to achieve greater productivity, reduced time to market, and improved efficiency and flexibility--if it's deployed properly.

But get it wrong and those processes and procedures can be trouble. Overdone processes stifle initiative with red tape, while under-managed processes breed chaos. Even organizations that carefully document their processes are prone to filing them away, rarely consulted, or failing to see them through to successful implementation.

Successful Business Process Management helps you hit the sweet spot, introducing enough rigor to achieve the benefits of strong and mature processes while avoiding strangulation, redundancy, and inefficiency. This just-right guide supplies a clear overview of process management fundamentals and step-by-step instructions on how to define and write procedures, then roll them out and monitor results. The book's approach is unprecedented in clarity and usefulness, as it:

* Links multiple processes into a complete process system that propels corporate goals rather than looking at only one process at a time

* Bypasses jargon and unnecessary complexity so that anyone handed business process responsibilities can quickly master the basics

* Adapts to the specific needs of your company, including size, industry, and culture, and avoids one-size-fits-all aproaches

* Adds incremental improvements into your process system, often a more realistic approach than starting from scratch

* Addresses essential skills you'll need, such as facilitating meetings and driving change throughout the organization

* Walks you through the entire process, from overcoming resistance to documenting standard procedures to assessing their impact and making ongoing improvements

Plentiful examples provide context to the guidelines, while the varied tools--mind mapping tools, process library tools, value stream maps, and more--make the instructions easy to apply.

Processes and procedures are continually evolving to keep pace with changes in your business environment, corporate culture, and customer demands. Successful Business Process Management provides a flexible, systematic approach to creating, implementing, controlling, managing, or simply understanding these fluctuating business processes and process systems. Its clear, comprehensible guidelines serve as a rare crash course for newcomers or a helpful overview for more seasoned professionals who want to achieve exceptional results from their process improvement initiatives.

Paula K. Berman is a Six Sigma Black Belt who has worked with quality systems at companies of all sizes and in a range of industries. Her varied experience at companies such as Boeing, Raytheon, Honeywell, ASML, and SSOE have helped her develop a holistic approach to business process implementation and practical solutions for getting results.

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SUCCESSFUL BUSINESS PROCESS MANAGEMENT: WHAT YOU NEED TO KNOW TO GET RESULTS BY PAULA K. BERMAN PDF

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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