Improving Business Process Performance: Gain Agility, Create Value, and Achieve Success

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The managerial practices that successfully drove industry for decades have become insufficient to support the rapidly changing business landscape. Companies around the world are being challenged to improve performance, reshape operations, and adapt swiftly to new opportunities. With an abundance of improvement methodologies and frameworks like BPM, BPI, Six Sigma, and Lean, many question where to begin.

Improving Business Process Performance: Gain Agility, Create Value, and Achieve Success surveys and integrates the quantitative improvement approaches currently gaining momentum—including Goal Driven Measurements (GQM), Business Process Management (BPM), Lean Methodology, and the Balanced Score Card—to show you exactly where to begin. The author details a methodology for building a measurements framework that will help you monitor events, and also provides a feedback loop for analysis, goal, and strategy adjustments. This framework can be customized and linked to your company's overall strategy to supply critical feedback on your improvement efforts.

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