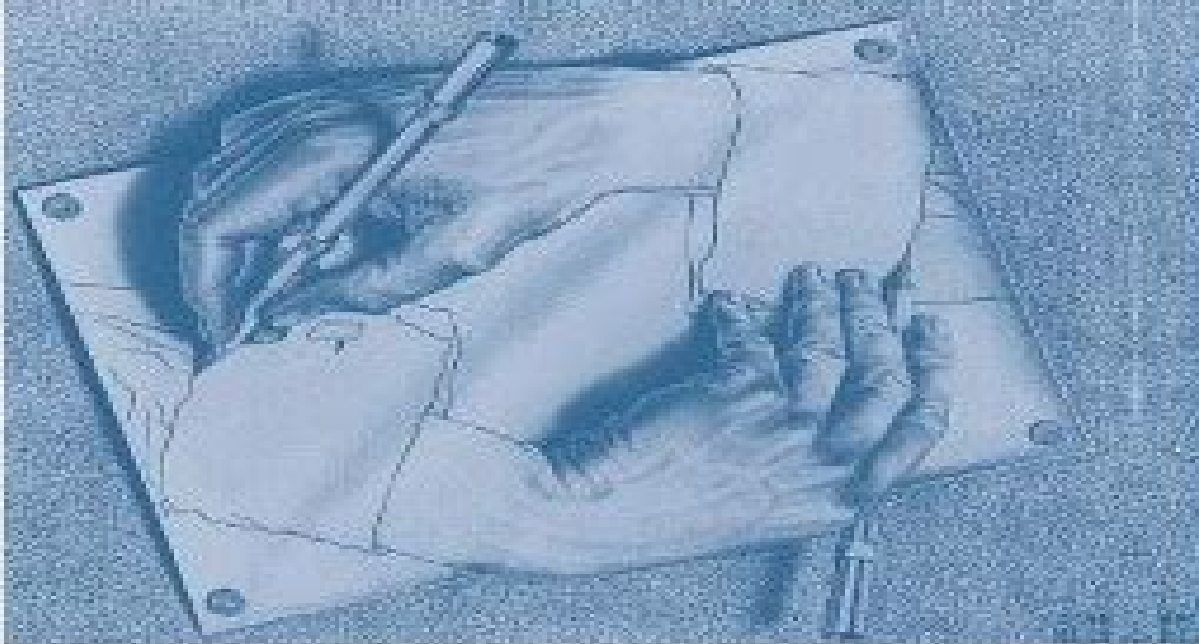




Fundamentals of

Business Process Management

Marlon Dumas · Marcello La Rosa
Jan Mendling · Hajo A. Reijers

Second Edition

 Springer

Fundamentals Of Business Process Management Springer

Jan vom Brocke, Jan Mendling



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Reijers, 2018-03-23 This textbook covers the entire Business Process Management BPM lifecycle from process identification to process monitoring covering along the way process modelling analysis redesign and automation Concepts methods and tools from business management computer science and industrial engineering are blended into one comprehensive and interdisciplinary approach The presentation is illustrated using the BPMN industry standard defined by the Object Management Group and widely endorsed by practitioners and vendors worldwide In addition to explaining the relevant conceptual background the book provides dozens of examples more than 230 exercises many with solutions and numerous suggestions for further reading This second edition includes extended and completely revised chapters on process identification process discovery qualitative process analysis process redesign process automation and process monitoring A new chapter on BPM as an enterprise capability has been added which expands the scope of the book to encompass topics such as the strategic alignment and governance of BPM initiatives The textbook is the result of many years of combined teaching experience of the authors both at the undergraduate and graduate levels as well as in the context of professional training Students and professionals from both business management and computer science will benefit from the step by step style of the textbook and its focus on fundamental concepts and proven methods Lecturers will appreciate the class tested format and the additional teaching material available on the accompanying website

Handbook on Business Process Management 1

Jan vom Brocke, Michael Rosemann, 2010-09-21 Business Process Management BPM has become one of the most widely used approaches for the design of modern organizational and information systems The conscious treatment of business processes as significant corporate assets has facilitated substantial improvements in organizational performance but is also used to ensure the conformance of corporate activities This Handbook presents in two volumes the contemporary body of knowledge as articulated by the world's leading BPM thought leaders This first volume focuses on arriving at a sound definition of Business Process Management approaches and examines BPM methods and process aware information systems As such it provides guidance for the integration of BPM into corporate methodologies and information systems Each chapter has been contributed by leading international experts Selected case studies complement these views and lead to a summary of BPM expertise that is unique in its coverage of the most critical success factors of BPM

Handbook on Business Process Management and Digital Transformation Paul Grefen, Irene Vanderfeesten, 2024-08-06

Many organizations are currently undertaking digital transformation to improve their business processes and better achieve their goals This Handbook provides a comprehensive overview of contemporary trends and research at the point where business process management and digital transformation meet Presenting a multidisciplinary approach it demonstrates the close link between these two fields through engagement with theory and practice

Fundamentals of Business Process Management, 2013-02-26

Business Process Management Mathias Weske, 2012-05-03 Business process management is usually treated from two different perspectives business administration and computer science While business administration professionals tend to consider information technology as a subordinate aspect in business process management for experts to handle by contrast computer science professionals often consider business goals and organizational regulations as terms that do not deserve much thought but require the appropriate level of abstraction Matthias Weske argues that all communities involved need to have a common understanding of the different aspects of business process management To this end he details the complete business process lifecycle from the modeling phase to process enactment and improvement taking into account all different stakeholders involved After starting with a presentation of general foundations and abstraction models he explains concepts like process orchestrations and choreographies as well as process properties and data dependencies Finally he presents both traditional and advanced business process management architectures covering for example workflow management systems service oriented architectures and data driven approaches In addition he shows how standards like WfMC SOAP WSDL and BPEL fit into the picture This textbook is ideally suited for classes on business process management information systems architecture and workflow management This 2nd edition contains major updates on BPMN Version 2 process orchestration and process choreographies and the chapter on BPM methodologies has been completely rewritten The accompanying website www.bpm-book.com contains further information and additional teaching material

Tax Law and Digitization Michael Lang, Robert Risse, 2022-07-04 Tax tech companies are rapidly gaining ground as global tax advisory firms and are set to fundamentally change and revolutionize the way tax administrations taxpayers and their advisers interact ushering in a much more efficient and effective integration of tax services into the processes used by both taxpayers and tax authorities The distinguished contributors to this book clearly explain not only how tax law can be revised to promote digitization and speed up its implementation but also how to achieve better tax compliance and administration at a lower cost The authors cover such aspects of this veritable paradigm shift in tax management as the following how new technologies improve existing VAT GST systems uses of artificial intelligence secured certification of taxpayers electronic invoices securing real time reporting with cryptography taxing virtual currencies enhanced personal data protection fewer opportunities to engage in aggressive tax practices competitive advantage in attracting investment work flow assessment and more opportunities for information flows and collaboration Because the perspective as to what is meant by tax compliance is already overlaid by technological pressure as indicated especially by BEPS 1.0's domestic tax law initiatives and its recommendations of newly developed options to secure full transparency of tax processes it is clear that controls and tax risk management are on the rise and that systems will become more digitized For these reasons professionals in the tax advisory industry and tax authority officials will welcome this book's sound and practical measures leading to progress and revitalization through digital transformation

Key Performance Indicators for Sustainable Management Hans-Ulrich Krause, Dayanand

Arora,2019-11-18 Key Performance Indicators KPIs have become a regular and useful tool for measuring business performance everywhere The KPIs not only help in strategic planning but also in managing operative business world over The KPIs in the book are organized according to the Balanced Scorecard BSC approach which emphasizes the importance of using both financial and non financial information to remain competitive in the modern world We proudly place on record the fact that our book is the first of its kind and provides for a complete analysis of KPIs under financial customer process and human resource innovation perspectives The book is a major contribution towards achieving sustainable growth as a competitive advantage It also emphasizes the importance of social acceptance and environmental impact of the business activity The compendium provides over 170 KPIs in a compact form It delivers simple definitions easy to calculate formulae possible interpretations and useful suggestions towards an efficient and effective implementation of KPIs as controlling instruments

Process Modeling and Management for Healthcare Carlo Combi,Giuseppe Pozzi,Pierangelo Veltri,2017-11-09 From the Foreword This book provides a comprehensive overview of the fundamental concepts in healthcare process management as well as some advanced topics in the cutting edge research of the closely related areas This book is ideal for graduate students and practitioners who want to build the foundations and develop novel contributions in healthcare process modeling and management Christopher Yang Drexel University Process modeling and process management are traversal disciplines which have earned more and more relevance over the last two decades Several research areas are involved within these disciplines including database systems database management information systems ERP operations research formal languages and logic Process Modeling and Management for Healthcare provides the reader with an in depth analysis of what process modeling and process management techniques can do in healthcare the major challenges faced and those challenges remaining to be faced The book features contributions from leading authors in the field The book is structured into two parts Part one covers fundamentals and basic concepts in healthcare It explores the architecture of a process management environment the flexibility of a process model and the compliance of a process model It also features a real application domain of patients suffering from age related macular degeneration Part two of the book includes advanced topics from the leading frontiers of scientific research on process management and healthcare This section of the book covers software metrics to measure features of the process model as a software artifact It includes process analysis to discover the formal properties of the process model prior to deploying it in real application domains Abnormal situations and exceptions as well as temporal clinical guidelines are also presented in depth Pro

Business Process Management Cases Jan vom Brocke,Jan Mendling,2017-08-10 This book is the first to present a rich selection of over 30 real world cases of how leading organizations conduct Business Process Management BPM The cases stem from a diverse set of industry sectors and countries on different continents reporting on best practices and lessons learned The book showcases how BPM can contribute to both exploitation and exploration in a digital world All cases are presented using a uniform structure in order to

provide valuable insights and essential guidance for students and practitioners Communication, Leadership and Trust in Organizations Joanna Paliszkiewicz, José L. Guerrero Cusumano, 2023-10-09 Trust in communication and leadership is the key to success in business This book presents and discusses the main issues and challenges posed by communication leadership and trust The first part of the book describes the communication and trust issues the second part presents the role of trust in leadership and the third part describes different examples of implementing trust to organizations Readers will gain from this book theoretical and practical knowledge of communication leadership and trust empirically validated practice regarding trust and its related concepts and a novel approach for addressing this topic This book can be used as a toolbox to improve understanding and opportunities related to building trust in organizations and will be especially valuable for students and researchers in the fields of leadership organizational communication business ethics and trust research

Enterprise Process Management Systems Vivek Kale, 2018-10-10 Enterprise Process Management Systems Engineering Process Centric Enterprise Systems using BPMN 2.0 proposes a process centric paradigm to replace the traditional data centric paradigm for Enterprise Systems ES ES should be reengineered from the present data centric enterprise architecture to process centric process architecture to be called as Enterprise Process Management Systems EPMS The real significance of business processes can be understood in the context of current heightened priority on digital transformation or digitalization of enterprises Conceiving the roadmap to realize a digitalized enterprise via the business model innovation becomes amenable only from the process centric view of the enterprise This pragmatic book Introduces Enterprise Process Management Systems EPMS solutions that enable an agile enterprise Describes distributed systems and Service Oriented Architecture SOA that paved the road to EPMS Leverages SOA to explain the cloud based realization of business processes in terms of Web Services Describes how BPMN 2.0 addresses the requirements for agility by ensuring a seamless methodological path from process requirements modeling to execution and back to enable process improvements Presents the spreadsheet driven Spreadsheets Application Development SAD methodology for the design and development of process centric application systems Describes process improvement programs ranging right from disruptive programs like BPR to continuous improvement programs like lean six sigma and TOC Enterprise Process Management Systems Engineering Process Centric Enterprise Systems using BPMN 2.0 describes how BPMN 2.0 can not only capture business requirements but it can also provide the backbone of the actual solution implementation Thus the same diagram prepared by the business analyst to describe the business s desired To Be process can also be used to automate the execution of that process on a modern process engine

High Performance Through Business Process Management Mathias Kirchmer, 2017-03-09 This management book presents value driven business process management as a successful discipline to turn strategy into people and technology based execution quickly and at minimal risk It shows how to achieve high performance successfully in a digital business environment Static business models do not keep pace with the dynamic changes in our digital world

Organizations need a management approach that fits this environment and capitalizes on its opportunities while minimizing the related risks. They need to execute their business strategy fast and reliably. In effect, they have to know how and when to modify or enhance their business processes, which processes are the best candidates for intervention, and how to move rapidly from strategy to execution. This means organizations need to establish business process management as a real management discipline. The importance of process innovation, digital technology, and people aspects, process governance, internationalization, emerging processes, and the unique situation in mid-market organizations are some of the key topics discussed in this book. It ends with a comprehensive case study and a discussion about what process engineers can learn from jazz musicians.

Business Process Management Wil, van der Aalst, Jörg Desel, Andreas Oberweis, 2003-07-31 Business processes are among today's hottest topics in the science and practice of information systems. Business processes and workflow management systems attract a lot of attention from R & D professionals in software engineering, information systems, business-oriented computer science, and management sciences. The carefully reviewed chapters contributed to this state-of-the-art survey by internationally leading scientists consolidate work presented at various workshops on the topic organized by the editors of the book in the past few years. The book spans the whole spectrum of business process management, ranging from theoretical aspects, conceptual models, and application scenarios to implementation issues. It will become a valuable source of reference and information for R & D professionals active in the fascinating interdisciplinary area of business process management and for ambitious practitioners.

Electronic Commerce, 2008 This collection compiles a critical mass of top research, nearly 300 chapters from upwards of 400 of the world's leading experts, to provide libraries with a landmark four-volume reference to meet research needs in the many disciplines impacted by these far-reaching topics. This collection covers topics including mobile commerce, virtual enterprises, business-to-business applications, Web services, and enterprise methodologies. Provided by publisher.

Cumulative Book Index, 1998 A world list of books in the English language.

Business Process Automation August-Wilhelm Scheer, Ferri Abolhassan, Wolfram Jost, Mathias Kirchmer, 2012-11-07 Enterprises have to adapt their business processes quickly and efficiently to new business environments to ensure business success and long-term survival. It is not sufficient to apply best business practices; but new practices have to be developed and executed. These requirements are met by new business process automation technologies based on concepts like web services, EAI, workflow, enterprise service architectures, and automation engines. Business process automation becomes a key enabler for business process excellence. This book explains major trends in business process automation and shows how new technologies and solutions are applied in practice. It outlines how process automation becomes an element of an overall process lifecycle management approach structured on the basis of the ARIS House of business excellence and implemented through software tools like the ARIS toolset.

OR/MS Today, 2002 Handbook on Business Process Management 1 Jan vom Brocke, Michael Rosemann, 2014-08-29 Business Process Management (BPM) has become one of the most widely used

approaches for the design of modern organizational and information systems The conscious treatment of business processes as significant corporate assets has facilitated substantial improvements in organizational performance but is also used to ensure the conformance of corporate activities This Handbook presents in two volumes the contemporary body of knowledge as articulated by the world's leading BPM thought leaders This first volume focuses on arriving at a sound definition of BPM approaches and examines BPM methods and process aware information systems As such it provides guidance for the integration of BPM into corporate methodologies and information systems Each chapter has been contributed by leading international experts Selected case studies complement their views and lead to a summary of BPM expertise that is unique in its coverage of the most critical success factors of BPM The second edition of this handbook has been significantly revised and extended Each chapter has been updated to reflect the most current developments This includes in particular new technologies such as in memory data and process management social media and networks A further focus of this revised and extended edition is on the actual deployment of the proposed theoretical concepts This volume includes a number of entire new chapters from some of the world's leading experts in the domain of BPM *Handbook on Business Process*

Management 1 & 2 Jan vom Brocke, Michael Rosemann, 2014-07-14 Business Process Management BPM has become one of the most widely used approaches for the design of modern organizational and information systems The conscious treatment of business processes as significant corporate assets has facilitated substantial improvements in organizational performance but is also used to ensure the conformance of corporate activities This Handbook presents in two volumes the contemporary body of knowledge as articulated by the world's leading BPM thought leaders This first volume focuses on arriving at a sound definition of BPM approaches and examines BPM methods and process aware information systems As such it provides guidance for the integration of BPM into corporate methodologies and information systems Each chapter has been contributed by leading international experts Selected case studies complement their views and lead to a summary of BPM expertise that is unique in its coverage of the most critical success factors of BPM The second edition of this handbook has been significantly revised and extended Each chapter has been updated to reflect the most current developments This includes in particular new technologies such as in memory data and process management social media and networks A further focus of this revised and extended edition is on the actual deployment of the proposed theoretical concepts This volume includes a number of entire new chapters from some of the world's leading experts in the domain of BPM The practice of Business Process Management has progressed significantly since Michael Hammer and I wrote the Reengineering book This handbook presents the most complete description of the competencies required for BPM and exhaustively describes what we have learned about process management in the last 20 years Jim Champy Co Author of the Best Seller Business Process Reengineering by Michael Hammer and Jim Champy Internet-Based Workflow Management Dan C. Marinescu, 2002-04-24 Internet based business transactions can be broken down into a series of independent steps This

workflow often involves tools from an array of fields such as network modeling scheduling distributed systems artificial intelligence software agents and Java This book serves as a single comprehensive resource for IT practitioners and students that covers all these vital aspects of workflow management

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Table of Contents Fundamentals Of Business Process Management Springer

1. Understanding the eBook Fundamentals Of Business Process Management Springer
 - The Rise of Digital Reading Fundamentals Of Business Process Management Springer
 - Advantages of eBooks Over Traditional Books
2. Identifying Fundamentals Of Business Process Management Springer
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Fundamentals Of Business Process Management Springer
 - User-Friendly Interface
4. Exploring eBook Recommendations from Fundamentals Of Business Process Management Springer
 - Personalized Recommendations
 - Fundamentals Of Business Process Management Springer User Reviews and Ratings

- Fundamentals Of Business Process Management Springer and Bestseller Lists
- 5. Accessing Fundamentals Of Business Process Management Springer Free and Paid eBooks
 - Fundamentals Of Business Process Management Springer Public Domain eBooks
 - Fundamentals Of Business Process Management Springer eBook Subscription Services
 - Fundamentals Of Business Process Management Springer Budget-Friendly Options
- 6. Navigating Fundamentals Of Business Process Management Springer eBook Formats
 - ePub, PDF, MOBI, and More
 - Fundamentals Of Business Process Management Springer Compatibility with Devices
 - Fundamentals Of Business Process Management Springer Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Fundamentals Of Business Process Management Springer
 - Highlighting and Note-Taking Fundamentals Of Business Process Management Springer
 - Interactive Elements Fundamentals Of Business Process Management Springer
- 8. Staying Engaged with Fundamentals Of Business Process Management Springer
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Fundamentals Of Business Process Management Springer
- 9. Balancing eBooks and Physical Books Fundamentals Of Business Process Management Springer
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Fundamentals Of Business Process Management Springer
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Fundamentals Of Business Process Management Springer
 - Setting Reading Goals Fundamentals Of Business Process Management Springer
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Fundamentals Of Business Process Management Springer
 - Fact-Checking eBook Content of Fundamentals Of Business Process Management Springer
 - Distinguishing Credible Sources

13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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