

Management by Process

A Roadmap to Sustainable Business Process Management

By

John Jeston and Johan Nelis



AMSTERDAM • BOSTON • HEIDELBERG • LONDON • NEW YORK • OXFORD
PARIS • SAN DIEGO • SAN FRANCISCO • SINGAPORE • SYDNEY • TOKYO
Butterworth-Heinemann is an imprint of Elsevier



Table of Contents

<i>Contributors</i>		<i>ix</i>
<i>Foreword</i>		<i>xi</i>
<i>Preface</i>		<i>xiii</i>
<i>Acknowledgements</i>		<i>xv</i>
<i>How to read this book</i>		<i>xvii</i>
Part I	Overview and case studies	1
Chapter 1	Introduction	3
Chapter 2	Case studies	14
Part II	Management by Process framework overview	87
Chapter 3	Introduction	89
Chapter 4	Process leadership	111
Chapter 5	Process governance	132
Chapter 6	Process performance	159
Chapter 7	Strategic alignment	177
Chapter 8	People capability	198
Chapter 9	Project execution	223
Chapter 10	Future of BPM	248
Part III	Appendices	255
Appendix A:	Process leadership	257
Appendix B:	Process governance	260
Appendix C:	People capability	273
Appendix D:	Technology	277
<i>Bibliography</i>		<i>295</i>
<i>Index</i>		<i>297</i>