

*Business Process Management,
Basics and Beyond*

HOW

WORK

GETS DONE

first edition

Contents at a Glance

Foreword	3
Read me first!	7
Introduction	13
CHAPTER 1: Enterprise Business Model	19
CHAPTER 2: Business Process Hierarchy	37
CHAPTER 3: Business Process Blueprint	45
CHAPTER 4: Anatomy of a Process	55
CHAPTER 5: Process Knowledge	61
CHAPTER 6: Business Models	75
CHAPTER 7: Process Configuration	93
CHAPTER 8: BPM Methodology	101
CHAPTER 9: BPM Competencies	117
CHAPTER 10: BPM Services	125
CHAPTER 11: Software Tools	135
CHAPTER 12: NewAge Foods Business Process Case Study	141
Notes and Resources	185
Acronyms and Terms	189
Index	193