

# Business Process Mapping Tools Software 20

V. Daniel Hunt

*Process Mapping* V. Daniel Hunt, 1996-02-01 A business organization, like a human body, is only as effective as its various processes. Pretty obvious, right? Yet, as V. Daniel Hunt demonstrates in this groundbreaking book, the failure to appreciate this obvious fact is the reason most reengineering schemes fail. Managers whose job it is to improve company performance, like physicians who work to improve patient health, must develop a clear picture of how each process fits into the overall organizational structure; how it ought to function; and how well it is performing at any given moment; before they can form a diagnosis or devise a treatment strategy. Fortunately, a powerful new analytical tool that has emerged in recent years helps you to do all of that and much more. Developed at General Electric, process mapping has been implemented in companies around the globe, and the results have been simply astonishing. Now find out how to make this breakthrough reengineering technology work for your organization in *Process Mapping*. The first and only hands-on guide of its kind, *Process Mapping* arms you with a full complement of state-of-the-art tools and techniques for assessing existing business processes and developing a detailed road map for ongoing change and improvement. Internationally known management consultant and bestselling author V. Daniel Hunt guides you step-by-step through the entire process. He helps you assess the need for process reengineering in your organization and determine whether or not a process map is what you need. He shows you how to create a process mapping team and helps you select the best-buy process mapping tools for the job. He explains how to gather vital information about your business processes via focused interviews and other interview techniques, and how to use this data in implementing process mapping. He also offers expert advice on how to apply your process map to significantly improve business functions and bottom-line performance. Hunt draws upon the experiences of companies around the world whose process mapping success stories will be a source of inspiration and instruction. You'll find out just how process mapping was put to use--and the results it achieved--at General Electric, IBM, NASA, Tandy Electronics, Shawmut National Bank, Fluor Daniel, Exxon, and other leading product and service firms. Find out all about today's most important new management tool and how to put it to work for continuous improvement in your organization in *Process Mapping*. The first and only hands-on guide to a powerful new process mapping tool The most important new process improvement tool to come along in more than a decade, process mapping enables managers to easily identify and assess the various business processes that make up their organizations and to develop a road map for continued performance improvement. Now find out how to make this breakthrough management tool work in your organization by applying *Process Mapping*. V. Daniel Hunt, the bestselling author of *Reengineering*, *Quality in America*, and *The Survival Factor*, guides you step-by-step through the entire process. He gives you all the proven process mapping tools and techniques you need to:

- \* Assess the need for process improvement in your company
- \* Decide if process mapping is right for you
- \* Create a process mapping team
- \* Select the best process mapping software tools for the job
- \* Collect vital information about business processes
- \* Use the data to build your own process map
- \* Use your process map to significantly improve bottom-line business performance

Hunt also provides detailed case studies of product and service companies around the globe that have discovered the value of process mapping. You'll find out how General Electric, IBM, NASA, Tandy Electronics, Shawmut National Bank, Fluor Daniel, Exxon, and other leading companies achieved stunning results when they made process mapping part of their business improvement efforts.

*Business Process Mapping* J. Mike Jacka, Paulette J. Keller, 2009-07-07 Praise for Business Process Mapping IMPROVING Customer Satisfaction SECOND EDITION A must-read for anyone performing

business process mapping! This treasure shares step-by-step approaches and critical success factors, based on years of practical, customer-focused experience. A real winner! Timothy R. Holmes, CPA, former General Auditor, American Red Cross Paulette and Mike make extensive use of anecdotes and real-life examples to bring alive the topic of business process mapping. From the outset, this book will engage you and draw you into the world of business process mapping. Who would have thought that reading about business process mapping could make you smile? Well, Mike and Paulette can make it happen! Within each chapter, the authors provide detailed examples and exhibits used to document a process. Each chapter also includes a 'Recap' and 'Key Analysis Points' which enable the reader to distill the highlights of the chapter. Barbara J. Muller, CPA, CFE, Senior Lecturer, School of Accountancy, W. P. Carey School of Business, Arizona State University Keller and Jacka cut through the drudgery of process mapping with a path-breaking approach that enables the reader to better understand processes, how they work and how they work together toward successful achievement of business objectives. With great style and flair, this book will provide you with a different way of thinking and new tools to assist you in process analysis and improvement. This book is a must-read for auditors, risk managers, quality improvement management, and business process engineers. Dean Bahrman, VP and Internal Audit Director (Retired), Global Financial Services Companies Mike Jacka and Paulette Keller show their expertise with the application of business process mapping in increasing customer service and satisfaction in this updated and expanded edition of this popular book. With clear, practical examples and applications, this book shows the writing talents of both authors, and it will be used over and over by those from all lines of industries and professions. Kudos for a job well done! Joan Pastor, PhD, Founding Partner, Licensed Industrial-Organizational Psychologist, JPA International, Inc., Beverly Hills, California

**Business Process Mapping Workbook** J. Mike Jacka, Paulette J. Keller, 2009-07-07 A holistic approach to harnessing a company's processes to achieve true customer satisfaction Every move that a corporation makes is a mixture of input, action, and output-in short, a process. To keep customers, employees, and shareholders happy, corporate management must juggle conflicting priorities. These competing priorities result in conflicting processes. To help achieve true customer satisfaction, management needs tools that allow for a holistic approach to analyzing these processes. This book provides that tool. It shows corporations how to analyze and enhance their critical processes in order to deliver the highest level of service to their internal and external customers. Providing a clear understanding of what process mapping can do for a company as well as practical applications for each step in process mapping, this useful guide outlines a proven method for assuring better processes and building a more customer-focused company.

**Essential Business Process Modeling** Michael Havey, 2005-08-18 Ten years ago, groupware bundled with email and calendar applications helped track the flow of work from person to person within an organization. Workflow in today's enterprise means more monitoring and orchestrating massive systems. A new technology called Business Process Management, or BPM, helps software architects and developers design, code, run, administer, and monitor complex network-based business processes BPM replaces those sketchy flowchart diagrams that business analysts draw on whiteboards with a precise model that uses standard graphical and XML representations, and an architecture that allows it converse with other services, systems, and users. Sound complicated? It is. But it's downright frustrating when you have to search the Web for every little piece of information vital to the process. Essential Business Process Modeling gathers all the concepts, design, architecture, and standard specifications of BPM into one concise book, and offers hands-on examples that illustrate BPM's approach to process notation, execution, administration and monitoring. Author Mike Havey demonstrates standard ways to code rigorous processes

that are centerpieces of a service-oriented architecture (SOA), which defines how networks interact so that one can perform a service for the other. His book also shows how BPM complements enterprise application integration (EAI), a method for moving from older applications to new ones, and Enterprise Service BUS for integrating different web services, messaging, and XML technologies into a single network. BPM, he says, is to this collection of services what a conductor is to musicians in an orchestra: it coordinates their actions in the performance of a larger composition. Essential Business Process Modeling teaches you how to develop examples of process-oriented applications using free tools that can be run on an average PC or laptop. You'll also learn about BPM design patterns and best practices, as well as some underlying theory. The best way to monitor processes within an enterprise is with BPM, and the best way to navigate BPM is with this valuable book.

Enterprise Process Mapping Charles G. Cobb, 2004-06-30 Many books on process mapping are oriented around a traditional manufacturing process control environment. The methodology and tools in this book are applicable to any company in any industry that is interested in developing a much more integrated, systems approach to management to dramatically improve their business. The author's previous book, *From Quality to Business Excellence: A Systems Approach to Management*, explains the philosophy behind this approach. This book provides the how to for achieving that level of visualization with a unique combination of theory and tools showing you how to implement enterprise process mapping in a way that will yield significant business value for your organization.!--nl--Comply with quality standards, such as ISO 9001:2000, and regulatory requirements, such as Sarbanes-Oxley. Develop a unifying view of how an overall business works as a system. Implement a very high impact, well-integrated and cross-functional systems approach to managing all aspects of the business. Understand how all processes and tasks within the organization contribute to achieving the company's overall business goals. Provide a foundation for a systematic and proactive approach to business process improvement that will result in real and tangible improvements in cost and effectiveness.

Business Process Change Management August-Wilhelm Scheer, Ferri Abolhassan, Wolfram Jost, Mathias Kirchmer, 2012-11-03 This book shows you how to achieve business process excellence through change management activities, with case studies from major corporations such as American Meter and the US Navy. The book defines business process change management as information, communication, and training that enable people to make change and improvements happen. Using case studies the text shows how this change management is applied in practice using a framework like the ARIS House of Business Process Excellence or software tools like the ARIS Toolset.

BPMN 2.0 Thomas Allweyer, 2016-04-07 BPMN (Business Process Model and Notation) is the established standard for business process modeling. Only a few years after its first publication, it has gained widespread adoption in practice. All important modeling tools support BPMN diagramming. It is possible to create business-oriented diagrams, but also technical models for process execution in business process management systems (BPMS). This book provides a stepwise introduction to BPMN, using many examples close to practice. Starting with the basic elements for modeling sequence flow, all BPMN 2.0 diagrams are presented and discussed in detail. You will gain a profound understanding of the complete notation, and you will be able to make correct use of the different language elements. In the second edition, a collection of useful modeling patterns has been added. These patterns provide best-practice solutions for typical problems arising in the practice of process modeling.

Business Process Driven SOA Using BPMN and BPEL Kapil Pant, Matjaz B. Juric, 2008-08-28 Go from Business Process Modeling to Orchestration and Service Oriented Architecture with this book and eBook.

**Quality in Business Process Modeling** John Krogstie, 2016-10-27 This book covers the whole spectrum of modeling goals to achieve optimal quality in the process model developed. It focuses on how to balance quality considerations across all semiotic levels when models are used for different purposes, and is based on SEQUAL, a framework for understanding the quality of models and modeling languages, which can take into account all main aspects relating to the quality of models. Chapter 1 focuses on the theoretical foundations, introducing readers to the topics of business processes and business process modeling, as well as the most important concept underlying the modeling of business processes. In turn, Chapter 2 addresses the quality of models in general and business process models in particular. Chapter 3 contains a specialization of SEQUAL for quality of business process models. In Chapter 4, examples of the practical uses of business process models are provided, together with the results of detailed case studies on how to achieve and maintain quality in business process models. Chapter 5 presents a process modeling value framework that demonstrates how to achieve more long-term and higher return on investment with regard to (business) process and enterprise models. Lastly, Chapter 6 reviews the main points of the book and discusses the potential for business process modeling in the future through its combination with other types of modeling. The book has two intended audiences. It is primarily intended for computer science, software engineering and information system students at the postgraduate level who want to know more about business process modeling and the quality of models in preparation for professional practice. The second audience consists of professionals with extensive experience in and responsibilities related to the development and evolution of process-oriented information systems and information systems methodologies in general, who need to formalize and structure their practical experience or update their knowledge as a way to improve their professional activity. The book also includes a number of real-world case studies that make it easier to grasp the main theoretical concepts, helping readers apply the approaches described.

**The Basics of Process Mapping, 2nd Edition** Robert Damelio, 2011-05-11 The bestselling first edition of this influential resource has been incorporated into the curriculum at forward thinking colleges and universities, a leading vocational technical institute, many in-house corporate continuous improvement approaches, and the United Nations' headquarters. Providing a complete and accessible introduction to process maps, *The Basics of Process Mapping, Second Edition* raises the bar on what constitutes the basics. Thoroughly revised and updated to keep pace with recent developments, it explains how relationship maps, cross-functional process maps (swimlane diagrams), and flowcharts can be used as a set to provide different views of work. New in the Second Edition: Four new chapters and 75 new graphics An introduction to the concepts of flow and waste and how both appear in knowledge work or business processes A set of measures for flow and waste A discussion of problematic features of knowledge work and business processes that act as barriers to flow Seven principles\* and 29 guidelines for improving the flow of knowledge work A detailed (actual) case study that shows how one organization applied the principles and guidelines to reduce lead time from an average of 28 days to 4 days Unlike tool books or pocket guides that focus on discrete tools in isolation, this text use a single comprehensive service work example that integrates all three maps, and illustrates the insights they provide when applied as a set. It contains how to procedures for creating each type of map, and includes clear-cut guidance for determining when each type of map is most appropriate. The well-rounded understanding provided in these pages will allow readers to effectively apply all three types of maps to make work visible at the organization, process, and job/performer levels. \*The Seven principles are integrated into Version 3 of the body of knowledge used for Lean certification by the ASQ/AME/SME/SHINGO Lean Alliance. This is the first publication of those principles and guidelines.

*Business Process Management (BPM)* Bernhard Hitpass, 2014-07-07 Nowadays, an organization is expected to be not only effective and efficient, as it was formerly. Now, in addition, it should be able to adapt to the frequent changes driven by globalization, let us say, be agile. This business agility has become more important in these times of globalization. The organization that best respond to the fast-changing market, which is becoming increasingly frequent, will have better competitive advantages than those that fail to sustain the pace imposed by globalization. What are the tools that organizations are using to better achieving agility, effectiveness, and efficiency? The answer is more control and efficiency with the ability to manage change in their business processes, because these can create value for customers. BPM is an integrative discipline that comprises management disciplines and techniques. It involves the business layers and technology, including also management through processes, as an integrated whole. The structure of this book consists of two parts. «Part I, Fundamentals of BPM» describe the state of the art of the major BPM theoretical concepts. «Part II, Implementation for BPM» is dedicated to presenting the concepts of implementation, developed largely by the author. This second part considers the technological support in each of the BPM layers. The author shows how to implement the core principles of the discipline, which differs itself from traditional management. This book is for all professionals, whether they perform in the public, private or non-profits sectors who require or want to learn more about this process management discipline. It is also for students and academics of the industrial and computer sciences, and to all the business and administration Schools.

**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.

*Model-Driven Domain Analysis and Software Development: Architectures and Functions* Osis, Janis, Asnina, Erika, 2010-10-31 This book displays how to effectively map and respond to the real-world challenges and purposes which software must solve, covering domains such as mechatronic, embedded and high risk systems, where failure could cost human lives--Provided by publisher.

Business Process Management John Jeston, Johan Nelis, 2010-05-14 Business Process Management: Practical Guidelines to Successful Implementations provides organizational leadership with an understanding of Business Process Management and its benefits to an organization. This is an easy-to-use, easy-to-read guide that provides a practical framework, complete with a set of tools and techniques, to successfully implement Business Process Management projects. In addition, it features vital organizational perspectives that not only provide an overall view of BPM and the move towards a process-centric organization, but also reveal how to embed BPM within an organization to ensure a continuous business process improvement culture.

**Service Oriented Architecture (SOA) For Dummies** Judith S. Hurwitz, Robin Bloor, Marcia Kaufman, Fern Halper, 2009-01-20 Feeling overwhelmed by the buzz about SOA—service oriented

architecture? Take heart! Service Oriented Architecture For Dummies, 2nd Edition makes it easy to understand, plan, and implement the latest SOA solutions for your business. Whether you're the IT person responsible for developing SOA or the executive who's trying to get a handle on the concept, Service Oriented Architecture For Dummies, 2nd Edition will help you understand what SOA is, why it's important, and how you can make the most of it. You'll find out about the business and financial aspects of SOA, how to decide if you need it, and what it can mean to your bottom line. Discover how to: Identify the main components of SOA and how they work to create business processes Create reusable, flexible systems and avoid common pitfalls Deconstruct business processes and applications to identify their components, then put them together in new ways Construct SOA business applications for maximum adaptability Confirm quality in a situation that's difficult to test, and assure the quality and consistency of your data Develop a governance strategy for SOA based on your company's philosophy and culture Work with XML and understand how it's used in SOA Maximize the benefits of unified communications Understand software ecosystems, rich interfaces, and the development lifecycle Packed with real-life case studies illustrating how SOA has been applied in a variety of industries, Service Oriented Architecture For Dummies, 2nd Edition demystifies one of today's hottest business tools.

**Enterprise, Business-Process and Information Systems Modeling** Ilia Bider, Terry Halpin, John Krogstie, Selmin Nurcan, Erik Proper, Rainer Schmidt, Roland Ukor, 2010-06-07 This book contains the proceedings of two well established scientific events held in connection with the CAiSE conferences relating to the areas of enterprise, business-processes, and information systems modeling: – The 11th International Workshop on Business Process Modeling, Development and Support (BPMDs 2010); – The 15th International Conference on Exploring Modeling Methods for Systems Analysis and Design (EMMSAD 2010). The two events are introduced briefly below. BPMDs 2010 BPMDs 2010 was the 11th in a series of workshops that have successfully served as a forum for raising and discussing new ideas in the area of business process development and support. The BPMDs series has produced 10 workshops from 1998 to 2009. Eight of these workshops, including the last seven (BPMDs 2003–BPMDs 2009) were held in conjunction with CAiSE conferences. The BPMDs workshops focus on topics relating to IT support for business processes, which addresses key issues that are relevant to the continuous development of information systems theory. The continued interest in these topics within the industrial and academic IS communities is reflected by the success of the last BPMDs workshops and the emergence of new conferences devoted to this theme. Previous BPMDs workshops focused on the different phases in the business process life-cycle as well as the drivers that motivate and initiate business process design and evolution.

Handbook of Research on Software Engineering and Productivity Technologies: Implications of Globalization Ramachandran, Muthu, de Carvalho, Rogério Atem, 2009-08-31 This book provides integrated chapters on software engineering and enterprise systems focusing on parts integrating requirements engineering, software engineering, process and frameworks, productivity technologies, and enterprise systems--Provided by publisher.

*Systems Engineering for Business Process Change: New Directions* Peter Henderson, 2012-12-06 Systems Engineering for Business Process Change: New Directions is a collection of papers resulting from an EPSRC managed research programme set up to investigate the relationships between Legacy IT Systems and Business Processes. The papers contained in this volume report the results from the projects funded by the programme, which ran between 1997 and 2001. An earlier volume, published in 2000, reported interim results. Bringing together researchers from diverse backgrounds in Computer Science, Information Systems, Engineering and Business Schools, this book explores the problems experienced by

IT-dependent businesses that have to implement changing business processes in the context of their investment in legacy systems. The book presents some of the solutions investigated through the collaborations set up within the research programme. Whether you are a researcher interested in the ideas that were generated by the research programme, or a user trying to understand the nature of the problems and their solutions, you cannot fail to be inspired by the writings contained in this volume.

*Value Networks in Manufacturing* Jayantha P Liyanage, Teuvo Uusitalo, 2016-08-09 This book highlights innovative solutions together with various techniques and methods that can help support the manufacturing sector to excel in economic, social, and environmental terms in networked business environments. The book also furthers understanding of sustainable manufacturing from the perspective of value creation in manufacturing networks, by capitalizing on the outcomes of the European ‘Sustainable Value Creation in Manufacturing Networks’ project. New dynamics and uncertainties in modern markets call for innovative solutions in the global manufacturing sector. While the manufacturing sector is traditionally driven by technology, it also requires other managerial and organizational solutions in terms of network governance, business models, sustainable solution development for products and services, performance management portals, etc., which can provide major competitive advantages for companies. At the same time, the manufacturing industry is subject to a change process, where business networks play a major role in value-creating processes. By far the biggest challenge in this context is making value creation a sustainable process where economic, social, and environmental demands are met. Managing product and service-related business operations in manufacturing networks thus brings different challenges that cannot purely be resolved using traditional methods, and techniques. This book is an outcome of a European project funded by the European Commission, and performed by a dedicated R&D consortium comprised of some leading Research institutions and Industrial partners.

**Business Process Management Workshops** Florian Daniel, Kamel Barkaoui, Schahram Dustdar, 2012-01-25 LNBIP 99 and LNBIP 100 together constitute the thoroughly refereed proceedings of 12 international workshops held in Clermont-Ferrand, France, in conjunction with the 9th International Conference on Business Process Management, BPM 2011, in August 2011. The 12 workshops focused on Business Process Design (BPD 2011), Business Process Intelligence (BPI 2011), Business Process Management and Social Software (BPMS2 2011), Cross-Enterprise Collaboration (CEC 2011), Empirical Research in Business Process Management (ER-BPM 2011), Event-Driven Business Process Management (edBPM 2011), Process Model Collections (PMC 2011), Process-Aware Logistics Systems (PALS 2011), Process-Oriented Systems in Healthcare (ProHealth 2011), Reuse in Business Process Management (rBPM 2011), Traceability and Compliance of Semi-Structured Processes (TC4SP 2011), and Workflow Security Audit and Certification (WiSAC 2011). In addition, the proceedings also include the Process Mining Manifesto (as an Open Access Paper), which has been jointly developed by more than 70 scientists, consultants, software vendors, and end-users. LNBIP 99 contains the revised and extended papers from BPD 2011, BPI 2011 (including the Process Mining Manifesto), BPMS2 2011, CEC 2011, ER-BPM 2011, and edBPM 2011.

The Enigmatic Realm of **Business Process Mapping Tools Software 20**: Unleashing the Language is Inner Magic

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