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## Independent community for business process management professionals

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**Reint Jan Holterman | BPM Leader**

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As strictly independent knowledge sharing platform, BPM Leader brings together over 8,000 BPM professionals, bloggers, industry experts, users, vendors, consultants and analysts, covering the latest insights, ideas and opinions on Business Process Management, Workflow, Lean Six Sigma and related domains.

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### BPM System Architecture (part 1)
**Prasanna Selvaraj | Wipro**
The BPM System Architecture is the workhorse of an organization's BPM vision to fulfill its strategic BPM needs and objectives. This article aims to provide insights into the BPM System Architecture and how it should be devised and evolved to fully … Read more

### It's not the same: Managing Business Processes and Business Process Management
**Raúl Gualberto Tinoco | Sopra Group**
Sometimes we tend to confuse managing business processes with business process management, the latter known universally by BPM. While the first is an activity that supports the smooth execution of processes, their control, including its improvement, the second (BPM), is … Read more

### Outsourcing Cartoon of the Week: Start Swimming
**Matthew Heffron | Sourcing Sage**
Every week a new outsourcing cartoon.
This week's cartoon is about: Start Swimming.
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### Is Agile Software Development working in BPM? (part 2)
**Jerome Pearce | Process Mapping**
In my previous post, I discussed a number of prerequisites before considering an Agile approach in BPM. In the current post, I will go deeper into why and when one would use Agile Development. Why use Agile Development? We do… Read more

### Virtual Job Bags in BPM Workflows
**Murray Oles | Chalex**
Fill in the form, push the button and start the job…   Human nature resists change.  Change bothers a lot of people, and they hold on to old ways of doing things.  Some of the largest global brands still go … Read more

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## [Disruptive User Experience: Being a BPM Thought Leader (# 1)](#)

**Baruch Sachs | Pegasystems**

When you read the title of this blog, you may think I will be talking about something bad. After all, a disruptive user experience (UX) sounds bad at face value. The best UX is when it is seamless and just feels …

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## [Does More Customer Interaction Lead to Better Experience?](#)

**Janne Ohtonen | Business Coach**

Discussion about good and especially bad customer service experiences is favorite topic of many coffee table conversations. These customer interactions can be called also as moments of truth (read more about them from Jan Carlzon's book titled "Moments of Truth"). … [Read more](#)

## [Chaos Theory and BPM](#)

**Kevin Feldhus | Perficient Inc.**

My first real recollection of the use of chaos theory was from the movie Jurassic Park. Based on the book by Michael Crichton, Jeff Goldblum played the role of Dr. Ian Malcolm, a chaos theorist. A chaos theorist uses mathematical…

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## [Outsourcing Cartoon of the Week: Pricing 101](#)

**Matthew Heffron | Sourcing Sage**

Every week a new outsourcing cartoon.
This week's cartoon is about: Pricing 101.

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## [Is Agile Software Development working in BPM? (part 1)](#)

**Jerome Pearce | Process Mapping**

Business Process Management is probably the first area where Software Development is almost entirely 'Agile'. In the past few years we have begun to question the validity of relying too much this approach. Also, there is a very interesting post …[Read more](#)

## [What is Most Challenging in BPM Design and Development?](#)

**Ashish Mathur | Mercer**

I am using Cordys as a development tool. I found it's a challenge to understand a business scenario and design the business process accordingly. I am working as a senior developer in my team and most of the time have …

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## [Project Delivery – A formula for Success](#)

**Marc Duke | Celaton**

Often, project delivery is seen like a lottery and hitting a milestone in the schedule is as rare as an eclipse. Throughout our working lives we participate in, lead and watch or are on the receiving end of projects, small and …

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