BPM LEADER

Independent community for business process management professionals

It's summertime!

In case you haven't noticed; it's summertime again (at least in the Northern hemispheres that is ☺) and that means people can take some time of to relax, think about the important things in life, or how to optimize their own day-to-day processes.

Looking back at ourselves at BPM Leader, we have seen six turbulent months in which we literally started out with only one blog – hoping there would be a new one the day after ☺ Since then, as community we have shared already some 150 blogs with each other, thanks to our committed bloggers! We also saw the BPM Leader community expanding quickly to over 15,000 BPM professionals worldwide that we now reach every day. These numbers reassure me that BPM Leader is serving its purpose and fulfills a need among BPM professionals to learn from each other's best practices and insights.

For the coming weeks, we will republish some of the most popular blogs – the ones that were most read or most shared – to give our bloggers some time to take their vacations. However, in case you have some inspiration left, then please feel free to submit a new blog.
If you are not a registered blogger yet, you can join us now as blogger. Being a blogger at BPM leader is fun, it helps your peers, and increases your exposure within the BPM community!

Cheers,

Reint Jan Holterman

Education and BPM
Scott Cleveland | Impac Systems Engineering
There are few who will disagree with the fact that, in recent years, the governmental bureaucracy has grown dramatically while its efficiency has deteriorated in an equally dramatic manner. Let's look …
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Matthew Heffron | Sourcing Sage
Every week a new outsourcing cartoon.
This week's cartoon is about: 6-Sigma.
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Driving the Organization through Business Process Framewor...
David Williams | HiSoft
Integrating business process management into an organization can take various approaches and appeal to different perspectives throughout an organization. Unfortunately, organizations are either too loose or too rigid from how they …
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Beyond ROI: Leveraging Process Architecture for Project …

Anup Dashputre | HiSoft

An environment of increased competition demands differentiation from your competitors. To win over customers, firms have to show that they can get their products and services to the end user in a manner that is faster, less costly, …

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Government and BPM

Scott Cleveland | Impac Systems Engineering

Ranjit Goswami wrote in All News [May 6th, 2010]… In a business, the individual works on his individual priorities amidst an ocean of information whereas the Government seems to be losing its radar of priorities often in …

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5 Ways How to Improve Your Customer Experience

Janne Ohtonen | Business Coach

Creating better customer experience can be very cumbersome or very easy depending on how complicate methods, systems or ideas you want to use. Below are some ideas for you, how to improve customer experience through…

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Matthew Heffron | Sourcing Sage

Every week a new outsourcing cartoon.
This week's cartoon is about: Friendly Fire.

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What BPM Blogs to Follow – The BPM Blog Roll…

Nischala | Wipro

A question which many BPM practitioners ask me is "Is there a directory of BPM blogs which we can follow to get a holistic view of the BPM space?". Looking back, I had the same question several months back and …

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Why BPM Strategy Should be Part of IT Strategy

Viveka Sinha

Most organizations seem to follow a similar path to adopting BPM: First a small "Business Process" department/group is formed to focus on these efforts-discovery phase. In this phase, at the very least the "Core/Strategic" …

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How to Apply BPM to Streamline Customer Communications…

Anup Dashputre | HiSoft

7 key steps to designing a Centralized Communication Platform   The retail sector has experienced dramatic change in recent years. With the growth of online access, mobile platforms, and the widespread use of apps, …

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Introductory Guide to Process Mapping & Modelling

Craig Reid | The Process Ninja

Process mapping or modelling is an oft misunderstood and under-utilised skill. Unfortunately most learn their skills over time, on the job and pick up bad habits along the way. In my experience process mapping can be simple and …

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Outsourcing Cartoon of the Week: Synchronicity

Matthew Heffron | Sourcing Sage

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

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The Added-Value of SOA and BPM Convergence

Adama | Ecobank Transnational Inc.

The convergence of SOA and BPM is now one of the most talked about subjects in the industry but also one of the most confusing. In this post, I am trying to eliminate some areas of confusion based on my …

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Comply with Dodd-Frank Banking Regulation using BPM

Kevin Feldhus

Recently we were discussing the relationship between regulatory compliance issues and Business Process Management (BPM). We have participated in some really large and complex regulatory initiatives with banks, but never have we…

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How to Sustain Change with Business Process Ownership

Anup Dashputre | HiSoft

Today's business environment is full of challenges, both internal and external to the organizations and that we operate in. These increased pressures – which can come from all stakeholders – have forced organizations to embrace …

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Which Snakes Live in Your Process Paradise?

Janne Ohtonen | Business Coach

It would be nice, if it were possible to have process improvement initiatives without any problems. However, that is not the world we live in. Process paradise can run into several problems. Watch out for these potential snakes …

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Matthew Heffron | Sourcing Sage

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

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Is BPM really the Third Wave?

Mohammed Asifuddin | Synergy

After ERP and CRM, is BPM really the third wave in IT Industry? Talk of BPM we hear different opinions. Some say it is nothing new, it has been there from ages; some say the market potential is $2 billion …

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The Alignment of Six Sigma and BPM

Kevin Feldhus

Quote – Redesign is for innovating a process, lean is to remove waste from the process and six sigma is a technique to eliminate defects in products and services. – "How Work Gets Done" by Artie Mahal. Six Sigma … …

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