BPM LEADER

Independent community for business process management professionals

Are You Ready to Blog 'n' Roll ?

If you have use cases and best practices on BPM, Case Management, Lean Six Sigma or Change Management and you want to share those with your peers, join us now as blogger. Becoming a blogger on BPM Leader is fun and easy-to-do, it helps your peers, and increases your exposure within the BPM community!

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Cheers,
Reint Jan Holterman – *Founder & Publisher at BPM Leader*

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Ovum event:

Business Process Management Forum 2013, 14 November, London

This conference will focus on the practical steps that organizations need to take in order to deliver effective business change. In addition to drawing on Ovum's extensive research, delegates will hear from real-world practitioners and the leading technology companies in the field.

For more information: http://bpm.ovumevents.com/

OVUM

New whitepaper:

Five Common Pitfalls in Process Optimization – And How to Avoid Them

This whitepaper describes five common pitfalls for process optimization. It also describes a number of important success factors that will help you optimize processes successfully.

Download free whitepaper.

Customer Centric BPM:

Scott Cleveland | Impac Systems

I have written several blogs about customer touch points. I am dealing with one of those home warranty companies to get an appliance repaired. I have arranged the repair online – which I like – but I want to ask…
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Social BPM: The Watercooler Just Got Cooler:

Craig Reid | The Process Ninja

I never quite got social BPM. "It's like Facebook but for corporations" the BPMS marketing departments screamed! "It will change the way we do business" they cried! The success of social media is primarily that it's…
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Fixing BPM – In the transition to Customer-Centricity – why have processes at all?

Karl Walter Keirsead | Civerex

It's time to make the distinction that unless you have a process that is fully automated, your customers, suppliers or other stakeholders may want/need to receive information or provide input at virtually ANY…

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Looking for BPM Success…

Scott Cleveland | Impac Systems

In the beginning, you have identified a problem with a process or you wouldn't be reading this. I recommend these steps be a part of any process improvement process: Identify the problems…

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The Straw Point: How Process Can Win or Lose Customers

Craig Reid | The Process Ninja

In every process we have customer interaction points - how well we manage these "moments of truth" with our customers influences their levels of loyalty towards the firm. Loyal customers spend more and…

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Retail Banking Process Series – # 3 Personal Loan Request and Approval

Kay Winkler | NSI Soluciones

Statistically, we at Negocios y Soluciones Informáticas, NSI (http://www.nsisoluciones.com) found that Personal Loans Processes (PL processes) are often gateway implementations for banks first BPM…

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Why BPM & BPO Together Deliver Operation Excellence for Changing Business Demands

Rahul Kochhar | BPM, ECM & Digital Specialist

Business process outsourcing (BPO) is all about where and how a company can best use IT to gain competitive advantage by outsourcing. We have seen that business process outsourcing (BPO) is…

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Changes in Business Process Management

Scott Cleveland | Impac Systems

From Clay Richardson, a senior analyst with Forrester Research… During the customer interviews, I began to get a sense that most teams had ditched business process re-engineering practices in favor of…

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