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Independent community for business process management professionals

[BPM Leader Community Shows Steady Growth!](#)

Reint Jan Holterman | BPM Leader

It's been exactly two weeks since BPM Leader, the largest independent community for business process management (BPM) professionals worldwide, announced its global BPM expert network and community site. It has shown a steady growth in bloggers, visitors and social media outreach since then.

As Reint Jan Holterman, founder & publisher of BPM Leader, explains: "We have well exceeded our initial goals in terms of number of unique visitors and page views per week. But much more importantly, we were pleasantly surprised by so many new bloggers who signed up to participate!"

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[Leveraging Integration to Improve BPM User Experience](#)

Baruch Sachs | Pegasystems

BPM offers the promise of streamlining not only a business process, but the way a user experiences that process. If I have to navigate through 10 applications to finish a task, that is 10 steps that really...

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[Lean Six Sigma: Service versus Industry \(3\)](#)

Peter Matthijssen | BiZZDesign

Of course, organizations that practice Lean Six Sigma optimize their processes in the workplace. In an industrial environment they use 'tricks' like hanging drilling machines at the correct height on a string, for easy access... [Read more](#)

[Outsourcing Cartoon of the Week: Partnership](#)

Matthew Heffron | Sourcing Sage

Every week a new outsourcing cartoon. This week's cartoon is about: Partnerships in BPO.

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[What to do, when discovery uncovers systemic faults \(2\)](#)

Les Lammonds | BPM Expert

As I stated in my first post on this topic, in the process of discovery we uncovered, IT system issues that had been lingering for years, and the work-around had become to "throw people at it". I thought to myself while the process model is changing, the systems are ... [Read more](#)

[Setting the Bar for BPM User Experience](#)

Baruch Sachs | Pegasystems

A common sentiment in the User Experience (UX) field is that the best user experience is one where you don't have to think about it. There is a reason my 2 year old son can use an iPad or iPhone, and that reason is that the UI and the way you navigate is ... [Read more](#)

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Solution spotlight

[Interfacing Technologies – Enterprise Process Center](#)

[Business rules and organizational integrity](#)

Janne Ohtonen | Business Coach

Nowadays many businesses seem to struggle with achieving a proper balance between maintaining business rules and discipline while providing employees enough space for freedom and individual wishes. You must have seen those stories in magazines where CIO's are pulling ... [Read more](#)

[What to do, when discovery uncovers systemic faults \(1\)](#)

Les Lammonds | BPM Expert

In the midst of your project, moving a process or functions to other work groups, what do you do when the process not only fails but the OSS is failed along with the process?

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[Lean Six Sigma: Service versus Industry \(2\)](#)

Peter Matthijssen | BiZZdesign

As mentioned in my previous blog post, the service sector runs about 20 years behind on the industrial sector when it comes to process optimization. To illustrate this, there are a few explanatory symptoms that we see a lot in ... [Read more](#)

[BPM and the Unicorn tale](#)

Theo Stolker | Vital Health

How to distinguish hype from real value? Early January 2012 I visited an exhibition about the mythical Unicorn in a beautiful medieval castle in 's Heerenberg in the Netherlands. It struck me how people believed in the existence of the ... [Read more](#)

[The Problem of BPM Definition](#)

Chris Taylor | BPM For Real

As a professional in the BPM space, I'm continually reminded of the challenge of defining what BPM really means. For some, this is an issue of perspective as IT people see BPM as automation of work and business people see ... [Read more](#)

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