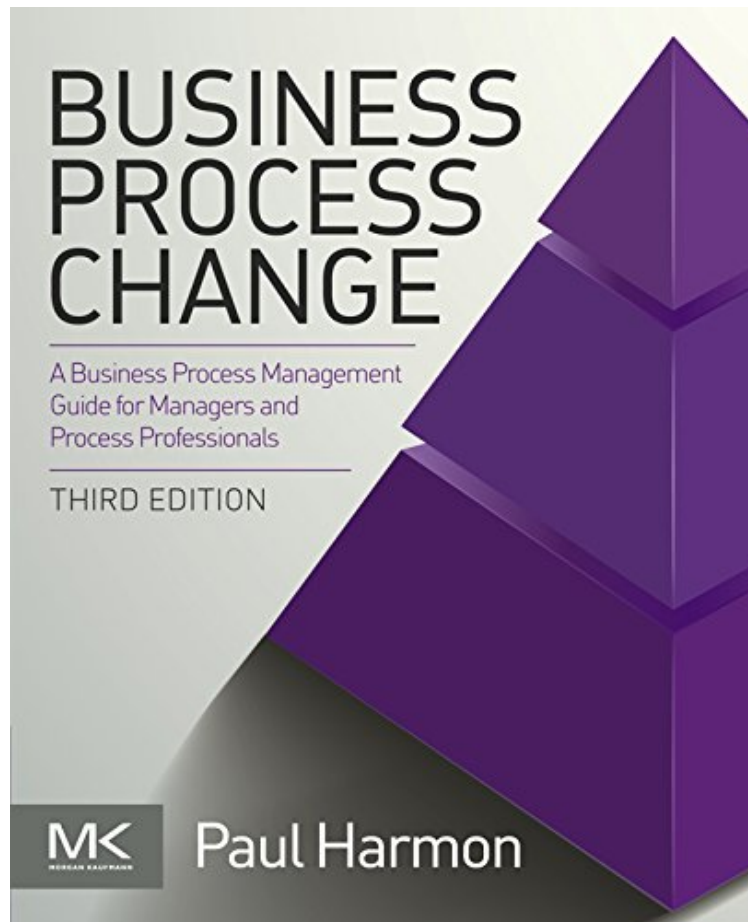


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## Business Process Change (The MK/OMG Press)

*Paul Harmon*

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**Paul Harmon : Business Process Change (The MK/OMG Press)** before purchasing it in order to gage whether or not it would be worth my time, and all praised Business Process Change (The MK/OMG Press):

3 of 3 people found the following review helpful. 1st edition was good - this book is horrible  
By Joe Blogs  
It appears to me that Paul Harmon has sold out and his book is completely slanted towards the way the organization/company he works for analyzes business systems. I bought his 1st edition book because it cost only \$1 and you can really see a difference. The 1st edition is outdated in many ways, but a way better book. One particular thing I noticed between the two editions: edition 1 page 1 says, "Companies that undertake more extensive business process redesign efforts can typically achieve improvements in excess of 20%" This book replaces that statement on page xxiii Introduction with, "Organizations that undertake more extensive business process redesign efforts frequently achieve improvements in excess of 50%" Hmm, I wonder what changed? Nothing! read it carefully and you see that 20% is replaced by 50% and typically is replaced by frequently. The first edition tells the truth and this book tries very hard to obscure the truth.  
1 of 1 people found the following review helpful. Simply a weak summary of a couple dozen other books, researchers, and case studies  
By Reese Pratt  
Paul Harmon's writing is exceptionally weak. He switches between first

(using both "I" and "we"), second, and third person in seemingly every paragraph. He spends a considerable amount of time in every chapter defending his own views and spends more time talking about the merits of other books and researchers than explaining any concepts. The book is overly redundant and, stripping out the unnecessary garbage that Paul deemed "important", could easily be half the size. For a third edition, there are still numerous spelling and grammar errors. The only real merits to the book are that the language is simple (obviously) which makes it easy to read and there are a lot of diagrams (even if they are not very thoroughly explained). 0 of 0 people found the following review helpful. Four Stars By jbsshaw On time and as advertised.

Business Process Change, 3rd Edition provides a balanced view of the field of business process change. Bestselling author Paul Harmon offers concepts, methods, cases for all aspects and phases of successful business process improvement. Updated and added for this edition is new material on the development of business models and business process architecture development, on integrating decision management models and business rules, on service processes and on dynamic case management, and on integrating various approaches in a broad business process management approach. New to this edition: How to develop business models and business process architecture How to integrate decision management models and business rules New material on service processes and on dynamic case management Learn to integrate various approaches in a broad business process management approach Extensive revision and update addresses Business Process Management Systems, and the integration of process redesign and Six Sigma Learn how all the different process elements fit together in this best first book on business process, now completely updated Tailor the presented methodology, which is based on best practices, to your organization's specific needs Understand the human aspects of process redesign Benefit from all new detailed case studies showing how these methods are implemented

"The book covers a large number of embedded computing topics and therefore can be recommended to any reader interested in getting initial information about this area." -- Computing s "...a practical reference for managers and practitioners interested in BPM or already involved in business process initiatives in large to medium organizationshellip;Readers will profit extensively from the best practices and examples presented." -- Computing s "... this was a good read and should be something that anyone practicing BPM puts into their library and consults often. There is good balance throughout the book. This balance includes a lot of BPM and an appropriate dose of BPMS." --Smarter Process: Thoughts from the CTO, January 5, 2015 About the Author Paul Harmon is a co-founder and executive editor at Business Process Trends - [www.bptrends.com](http://www.bptrends.com) - an internationally popular website that provides a variety of free articles, columns, surveys, and book reviews each month on trends, directions and best practices in business process management. Paul is also a co-founder, chief methodologist, and a principal consultant of BPTrends Associates (BPTA) - [www.bptrendsassociates.com](http://www.bptrendsassociates.com) -- a professional services company providing executive education, training, and consulting services for organizations that are interested in understanding and implementing business process management.