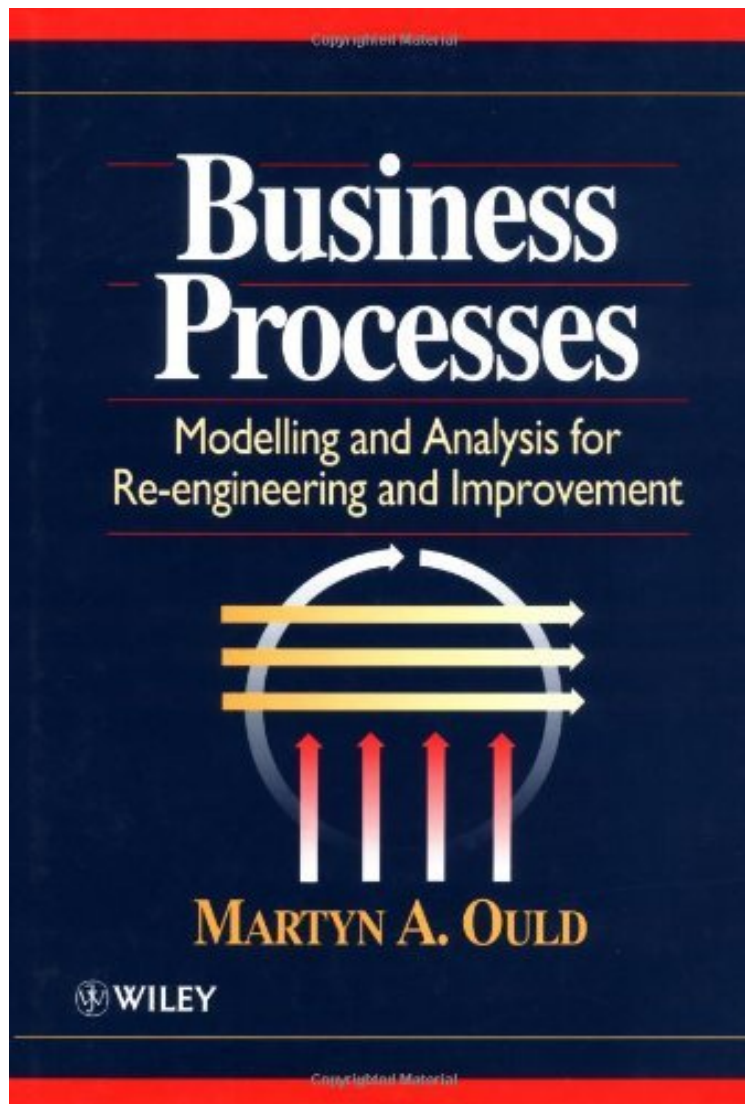


Business Processes: Modelling and Analysis for Re-Engineering and Improvement

Martyn A. Ould

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Martyn A. Ould : Business Processes: Modelling and Analysis for Re-Engineering and Improvement before purchasing it in order to gage whether or not it would be worth my time, and all praised Business Processes: Modelling and Analysis for Re-Engineering and Improvement:

3 of 3 people found the following review helpful. Overpriced and out of dateBy SheSellsSeashellsAt dollars per pound, this book is probably more expensive than Russian caviar. Well... maybe not, but at 168 bucks, this is a bit pricey to say the least. Therefore, I am subtracting one star due to the ridiculous price. (Why did I buy it at that price? I guess I was sucked in by the glowing reviews. I also should have taken advantage of the "search inside this book"

feature. Remind me to do that next time...)In a premium-priced book (75 cents per page, to be precise), one would expect the book to be filled with exquisitely detailed diagrams, rendered in sharp beautiful color. Wrong. The diagrams look like photocopies that Milton Waddams might distribute at a business meeting, if he got invited to a business meeting. No, I'm sorry, I apologize. That's not true. They actually look more like photocopies of photocopies that Milton Waddams might distribute at a business meeting, if he got invited to a business meeting. They're bad. Really bad. Muddy dark gray and hard to read. Subtract another star. To be fair, the book is well-written. Clearly the author knows what he is talking about. He figured out a system that worked for his company. He clearly resisted filling the book with needless blather to run the page count up. I particularly liked Chapter 1's Eight Laws for Process Modelling, Chapter 9 (Analyzing a Process Model) and Chapter 10 (Managing the Model). Chapter 9 has good solid advice for interviewing people and making sense of the information gathered from the interviews. The system for diagramming the processes is interesting too. I was actually thinking that this might be The Way To Do Things. But then I realized that this system was developed quite a long time ago. The book was copyrighted in 1995, and reprinted in 2003, apparently without significant updates. This fact led me to keep looking around for other process modeling methodologies, just as a matter of due diligence. That search led me to BPMN - Business Process Modeling Notation. BPMN is a specification that was published in 2008. It is available free online from bpmn.org. It was developed by the same group that developed the BPMM - Business Process Maturity Model, also free online. I am very impressed with both the BPMN and the BPMM. I would suggest that you take a look at these free resources before you decide whether or not you need to purchase this book. All in all, this is not a bad book. It's not a great book either. 3 of 3 people found the following review helpful. Interesting approach for advanced practitioners By Mike Tarrani The STRIM (Systematic Technique for Role Interaction Modelling) approach provided in this book is a straightforward method for capturing and modeling business processes. The book completely and thoroughly covers how to model and analyze business processes, starting with a well-written overview of concepts, then introducing STRIM and its application in various modeling scenarios. As a modeling approach, STRIM and its role activity diagrams, are not mainstream. However, they are an effective tool in the advanced practitioner's toolbox. I especially like the way RAD (role activity diagrams) clearly and cleanly deal with parallel tasks, and the way they can be clearly depicted as concurrent execution threads even with decision points are involved. In addition, this methodology captures interaction between and among roles. Therein lies the power. If you are new to business processing modeling it's probably safer to stick to a more established methodology, such as IDEF0 or force fit UML as your modeling approach. A caveat about using UML is it is better suited for modeling software. However, STRIM can be used in conjunction with UML if you want a business process modeling and analysis approach and have not standardized on any other method. Another aspect of this book I like is the scope of coverage - the author addresses process patterns, large processes, and even managing the modeling process itself. One final point in favor of this book and its approach is the author provides no cost downloads of Process Architecture Diagrams and Role Activity Diagrams in Visio 5 format. Those artifacts will help jumpstart any project based on the STRIM methodology. 2 of 7 people found the following review helpful. Excellent book on the subject, very intuitive By Nikhat The subject is introduced and explained very systematically and with very relevant examples. I wish it came with relevant software.

After carefully establishing the objectives of modelling, the author presents a process modelling method, STRIM, and notations which has been developed by Praxis during the last few years. Ould provides detailed descriptions of the notations and the modelling technique along with examples of its use for a variety of purposes. Covers the full method--from organising a modelling project through process analysis to process support system development. can be used by practitioners who have no prior knowledge of the area.

From the Publisher After carefully establishing the objectives of modelling, the author presents a process modelling method, STRIM, and notations which has been developed by Praxis during the last few years. Ould provides detailed descriptions of the notations and the modelling technique along with examples of its use for a variety of purposes. Covers the full method--from organising a modelling project through process analysis to process support system development. can be used by practitioners who have no prior knowledge of the area. From the Inside Flap Business Processes Modelling and Analysis for Re-engineering and Improvement Martyn A. Ould Business processes are inherent in every organisation. Each of these processes involves activity-people or machines do things; each is about groups working collaboratively together; and each process has a goal-it is intended to achieve something. This book is concerned with being able to picture a process through a process model. A model requires a language as a basis for analysis. This is where STRIM comes in. It has been developed and refined through practice to bring about understanding of, and improvement to, the processes which drive a business towards its goals. Where will modelling business processes be most useful? * where there is a need for a shared understanding of what the business does * where a common approach is being adopted through Quality Management Systems (QMS) * incremental improvement programmes under the banner of Total Quality Management (TQM) * radical change initiatives such as those using Business Process Re-engineering (BPR) * where there is a question over the alignment of information technology (IT)

and business needs * where new process technologies such as workflow management systems and workgroup computing systems are to be applied Central to STRIM is the notion of collaboration. Through its focus on roles, STRIM provides the ideal tool for examining the relationship between the process and the organisation in a way not found in other methods. Those responsible for, or who have influence over, change policy will benefit enormously by using this book. For Quality managers, IT managers, process consultants, change managers and all members of "Process Improvement Groups", this will prove to be a vital tool for the successful implementation of process improvement. From the Back Cover With the massive increase in interest in BPR, TQM and ISO 9000 has come a tide of texts and evangelical razzamatazz on the philosophy and the hearts and minds issues. But those tasked with making change happen at the coal face must feel short of practical tools to work with when it comes to modelling and analysing the business processes that are to be re-engineered, improved or defined. This book provides an answer. Why worry about processes? People know that organisations have functions and responsibilities but not everyone will see these as part of the process. Each person does their bit, but how do all the pieces fit together? Starting people to think about processes and simply modelling the processes can provide individuals and groups with a perspective which transcends parochial views and results in a more collaborative spirit; "now I know what you want I can ensure you get it reliably". A model that makes the process visible to all concerned brings great value in itself. Business Processes is intended to help people "get out of the functional silos". What is STRIM? STRIM-A Systematic Technique for Role Interaction Modelling-and its central notation-The Role Activity Diagram- provides a practical method for really getting to grips with what the organisation does and how it does it, in a way which is revealing, communicative, and accessible by everyone around the organisation. The book covers the full method: from organising a modelling project, through the notation, its use at micro and macro levels, patterns of organisational behaviour, through process analysis and on into process support system development.