

Tampa, FL  
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## Why BPM?

Business processes are the work that organizations do. This work involves:

- Human and system tasks and activities
- Structured and unstructured effort
- Activities that span business units, departments and functions
- Satisfying multiple stakeholders — inside and outside the enterprise
- Long-running processes
- Constantly changing business environments and rules
- And more...

Business Process Management (BPM) is a management discipline that treats processes as assets (VISIBILITY) and contributes directly to the enterprise performance (ACCOUNTABILITY) by driving operational excellence and business agility (ADAPTABILITY).

When adopting a BPM strategy correctly and effectively, organizations usually see big increases in process efficiencies, which, in return yield huge gains. Many organizations realize a return on investment within one year of implementing.

While implementing BPM with a concentration on customer service, one must first begin a regiment of focusing on four main areas of the enterprise:

- Communication
- Education
- Accountability
- Corporate Culture

## So Then, Why BPM?

Organizations that already have a good corporate culture along with good communication and training are already disciplined. Employees may already be held accountable, but perhaps not empowered. So what's next? "Let's look at our current processes and focus on the customer experience."

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# Why BPM?



This is where  
you are at.



This is where  
you want to be.