# Contents

## Part I  Introduction

**What is Business Process Management?** ........................................ 3  
Michael Hammer

**Process Management for Knowledge Work** ................................. 17  
Thomas H. Davenport

**The Scope and Evolution of Business Process Management** .......... 37  
Paul Harmon

**A Framework for Defining and Designing the Structure of Work** .... 81  
Geary A. Rummler and Alan J. Ramias

**The Six Core Elements of Business Process Management** ............. 105  
Michael Rosemann and Jan vom Brocke

## Part II  Methods

**Six Sigma and Business Process Management** ............................ 127  
Sue Conger

**Business Process Model Abstraction** ........................................ 147  
Artem Polyvyanyy, Sergey Smirnov, and Mathias Weske

**Business Process Quality Management** ....................................... 167  
Hajo A. Reijers, Jan Mendling, and Jan Recker
Semantic Business Process Modelling and Analysis .......................... 187
Jörg Becker, Daniel Pfeiffer, Michael Räckers, Thorsten Falk,
and Matthias Czerwonka

BPMN 2.0 for Modeling Business Processes ................................. 219
Gustav Aagesen and John Krogstie

Lifecycle Management of Business Process Variants ..................... 251
Manfred Reichert, Alena Hallerbach, and Thomas Bauer

Process Choreography Modelling .............................................. 279
Alistair Barros

Collaborative Process Modeling and Design: The Intersport
Case Study .............................................................................. 301
Mikael Lind and Ulf Seigerroth

Recommendation-Based Business Processes Design ..................... 323
Agnes Koschmider and Andreas Oberweis

Business Process Simulation Survival Guide ............................... 337
Wil M.P. van der Aalst

BPM Tool Selection: The Case of the Queensland Court of Justice .... 371
Islay Davies and Micheal Reeves

Implementing Six Sigma for Improving Business Processes
at an Automotive Bank ............................................................. 393
Florian Johannsen, Susanne Leist, and Gregor Zellner

Part III Information Technology

The Role of Information Technology in Business Process
Management .............................................................................. 421
Anna Sidorova, Russell Torres, and Alaa Al Beayeyz

In-Memory Data and Process Management ................................. 445
Hasso Plattner and Jens Krüger

Business Process Management and the Social Enterprise ............. 463
Sandy Kemsley
Workflow Management ................................................. 475
Chun Ouyang, Michael Adams, Moe Thandar Wynn,
and Arthur H.M. ter Hofstede

A Framework for Resource-Based Workflow Management ............. 507
Akhil Kumar and Jianrui Wang

BPM Meets SOA: A New Era in Business Design ......................... 531
Fred A. Cummins

From Business Process Models to Service Interfaces ..................... 557
Marlon Dumas and Thomas Kohlborn

Integrated Business Process and Service Management .................. 579
Thomas Gulledge

Business Process Management Standards ................................. 595
Frank Leymann, Dimka Karastoyanova, and Michael P. Papazoglou

The UN/CEFACT Modeling Methodology UMM 2.0: Choreographing
Business Document Exchanges ........................................... 625
Marco Zapletal, Rainer Schuster, Philipp Liegl, Christian Huemer,
and Birgit Hofreiter

Who Is Who .................................................................. 649

Index ........................................................................ 709
Handbook on Business Process Management 1
Introduction, Methods, and Information Systems
vom Brocke, J.; Rosemann, M. (Eds.)
2015, XVII, 727 p. 152 illus., 97 illus. in color., Hardcover
ISBN: 978-3-642-45099-0