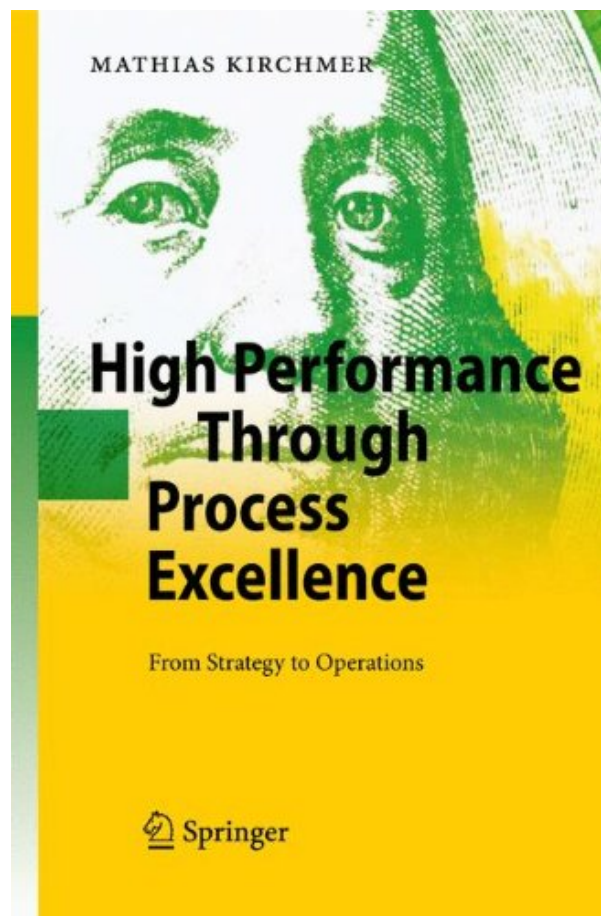


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The Management of Process Excellence (MPE) has become a main enabler of High Performance – delivering innovation and agility. It leads to a functioning "Real-Time Enterprise". MPE links strategy with people and technology, like Service-Oriented Architectures (SOA) or Web 2.0. Knowledge assets, such as Process Reference Models, increase productivity. Emergent Processes and Inter-enterprise Collaboration are addressed specifically, as well as the impacts of Globalisation. MPE delivers Process Governance for large organizations as well as for small and medium enterprises.

Process excellence is not optional, but a necessity for companies competing in the new global economy. This book is an important contribution to the field and will help managers harness the power of process excellence to drive better performance.

Dr. Michael Hammer, Author of Reengineering the Corporation, Boston, USA

Kirchmer's book takes the concept of process excellence into the 21st century. He explains how processes evolve, how process management encourages innovation, and why high growth starts with the foundation of world-class processes.

Bill McDermott, President & CEO, SAP Americas & Asia Pacific Japan, Newtown Square, USA

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Continuously changing customer and market requirements have become a dominating factor in today's global business environment. Enterprises have to take smart decisions and execute fast. Innovation and agility become key success factors. Process excellence is the glue that brings everything together.

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The book addresses executives and managers as well as educators and students.

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The value of a book isn't in it's depth but it's substance

By Thomas Woodward

This is a substantial book in that regard. Not a tome but a clear and cogent discussion of a topic dear to my professional heart. It should be a reference in every business technologist's library who deals with process management, high value resources and content.

1 of 1 people found the following review helpful.

Great for the executive and practitioner!

By Trevor Naidoo

Dr. Kirchmer has done a fantastic job of writing a book that can be used by both the executive and the practitioner. Most books either target one or the other but this book provides the perfect combination of useful information for the executive to understand why process excellence can result in high performance; as well as for the practitioner to understand how to make that happen without going into excruciating detail. I found many useful nuggets in this book and especially like the way the book is structured. The chapters flow very naturally starting with basic definitions of business process and business process management; then going into more advanced topics like process execution, change management and process governance as well as several other topics. Each chapter is also written to stand alone, I found that each chapter was well encapsulated and I could read it independantly from the rest of the book and it held its own. This could prove very useful if you just wanted to share a single concept with a colleague or manager, e.g. you may want to share the chapter titled 'Globalization requires MPE' with a senior executive responsible for a global business unit OR you may want to share the chapter titled 'Information Technology Enabling Process Execution with MPE' with your Information Technology team.

Overall the book was an easy read and short enough to complete in one sitting and also makes a good reference book.

Lastly, I especially like the fact that the author commissioned a pop artist to design the cover of the book as he indicates in the Preface.

Enjoy reading High Performance Through Process Excellence!

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Relevant for today's business environment.

By Marc Scharsig

In a time when organizations face the challenges of achieving both sustainability and agility, the theme of Process Excellence is omnipresent. Dr. Kirchmer's book discusses Process Excellence from different perspectives. It captures experts as well as novices with a "to the point" writing style and pragmatic level of detail. Definitely a "must read" for anyone interested in today's business world.

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