



BPM Boots on the Ground: How to Implement Strategic Business Process Management: Lessons Learned from one of the World's Largest Organizations

Jim Boots

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In the decade after publication of the seminal book, *Business Process Management: The Third Wave*, much has been written about BPM concepts and vision. Yet Zen Master Thich Nhat Hanh teaches us, “Once there is seeing, there must be acting. Otherwise, what is the use of seeing?” Finally, now comes the first real-world story that shares the lessons learned by *doing the work* of strategic BPM in one of the world’s largest organizations. Don’t just read this book; apply the hard-earned lessons in your organization.

“Jim Boots makes clear the things that people need to do differently to manage for sustainable excellence. And he does not gloss over the challenges related to behavioral change. Rather, backed up by examples and stories, he explains how to overcome resistance and engage people at all levels to make BPM ‘the way we do things here.’”

--Julie M. Smith, Ph.D., Co-founder of CLG

“This book provides the kind of deep and broad coverage of BPM that only an experienced practitioner like Jim could provide. The result is a source of deep learning for BPM professionals and a comprehensive overview of the topic for those who want to learn more about BPM.”

--Prof. Brian Donnellan, Co-Director, Innovation Value Institute

“They say the key to many challenges, like climbing Mount Everest or running the four-minute mile, lies in knowing for certain it can be done. Once someone has done it, then, suddenly many others are confident enough to do it too. Jim shows how an organization can wring productivity out of business operations with hard work and constant attention to detail. Reading about what Jim and his colleagues at Chevron have accomplished may very well empower you to do something similar at your organization.”

--Paul Harmon, Executive Editor, BPTrends

“The need for business process management is one constant in an era of continuous change. Jim Boots’ book is a lighthouse to help executives find their way to success.”

--Prof. Martin Curley, Vice-President and Director, Intel Labs Europe, Intel Corporation

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