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Process Management - a results-oriented approach

Bruno Palvarini, Cláudia Quezado

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An easy guide about the principles of a process management approach focused on results. The authors comment their 15-years experience on process management and show what should be considered on BPM projects. Real value-focus, innovation, participants's involvement, better management cycles, lower costs, more realistic models, better decision-making and a human perspective are some discussed aspects. The main relevant topics on different methods are compared and examples of many sectors of our lives are presented.

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