

Business Process Management and the Balanced Scorecard

Using Processes as
Strategic Drivers

Ralph F. Smith

1 8 0 7
@WILEY
2 0 0 7

John Wiley & Sons, Inc.

CONTENTS

<i>Preface</i>	ix
CHAPTER 1 A World of Change	
CHAPTER 2 How Process Can Drive Strategy	13
CHAPTER 3 The Strategic Process	26
CHAPTER 4 Strategy Maps	127
CHAPTER 5 Balanced Scorecard and Strategic Initiatives	166
CHAPTER 6 Conclusions	219
<i>Index</i>	221