

Jan vom Brocke • Michael Rosemann  
Editors

# Handbook on Business Process Management 1

Introduction, Methods,  
and Information Systems

 Springer

# Contents *APM*

## **Part I Introduction**

<b>What is Business Process Management?</b> .....	3
Michael Hammer	
<b>Process Management for Knowledge Work</b> .....	17
Thomas H. Davenport	
<b>The Scope and Evolution of Business Process Management</b> .....	37
Paul Harmon	
<b>A Framework for Defining and Designing the Structure of Work</b> .....	83
Geary A. Rummler and Alan J. Ramias	
<b>The Six Core Elements of Business Process Management</b> .....	107
Michael Rosemann and Jan vom Bröcke	

## **Part II Methods**

<b>Six Sigma and Business Process Management</b> .....	127
Sue Conger	
<b>Business Process Model Abstraction</b> .....	149
Artem Polyvyanyy, Sergey Smirnov, and Mathias Weske	
<b>Business Process Quality Management</b> .....	167
Hajo A. Reijers, Jan Mendling, and Jan Recker	

<b>Semantic Business Process Management</b> .....	187
<i>Jörg Becker, Daniel Pfeiffer, Thorsten Falk, and Michael Räckers</i>	
<b>Analysis and Design of Business Processes Using BPMN</b> .....	213
<i>Gustav Aagesen and John Krogstie</i>	
<b>Configuration and Management of Process Variants</b> .....	237
<i>Alena Hallerbach, Thomas Bauer, and Manfred Reichert</i>	
<b>Process Choreography Modelling</b> .....	257
<i>Alistair Barros, Thomas Hettel, and Christian Flender</i>	
<b>Collaborative Process Modeling: The Intersport Case Study</b> .....	279
<i>Mikael Lind and Ulf Seigerroth</i>	
<b>Designing Business Processes with a Recommendation-Based Editor</b> .....	299
<i>Agnes Koschmider and Andreas Oberweis</i>	
<b>Business Process Simulation</b> .....	313
<i>Wil M.P. van der Aalst, Joyce Nakatumba, Anne Rozinat, and Nick Russell</i>	
<b>BPM Tool Selection: The Case of the Queensland Court of Justice</b> .....	339
<i>Islay Davies and Micheal Reeves</i>	
<b>Implementing Six Sigma for Improving Business Processes at an Automotive Bank</b> .....	361
<i>Florian Johannsen, Susanne Leist, and Gregor Zellner</i>	
<b>Part III Process-aware Information Systems</b>	
<b>Workflow Management</b> .....	387
<i>Chun Ouyang, Michael Adams, Moe Thandar Wynn, and Arthur H.M. ter Hofstede</i>	
<b>A Framework for Designing Resource-Driven Workflows</b> .....	419
<i>Akhil Kumar and Jianrui Wang</i>	
<b>Service-Enabled Process Management</b> .....	441
<i>Marlon Dumas and Thomas Kohlborn</i>	
<b>BPM Meets SOA</b> .....	461
<i>Fred A. Cummins</i>	

<b>Integrated Business Process and Service Management</b> .....	481
Thomas Gulléde	
<b>Business Process Management and Semantic Interoperability</b> .....	497
Alexander Dreiling	
<b>Business Process Management Standards</b> .....	513
Frank Leymann, Dimka Karastoyanova, and Michael P. Papazoglou	
<b>Modelling Interorganizational Business Processes</b> .....	543
Marco Zapletal, Rainer Schuster, Philipp Liegl, Christian Huemer, and Birgit Hofreiter	
<b>Enterprise 2.0 Meets Business Process Management</b> .....	565
Sandy Kemsley	
<b>Who is Who</b> .....	575
<b>Index</b> .....	603