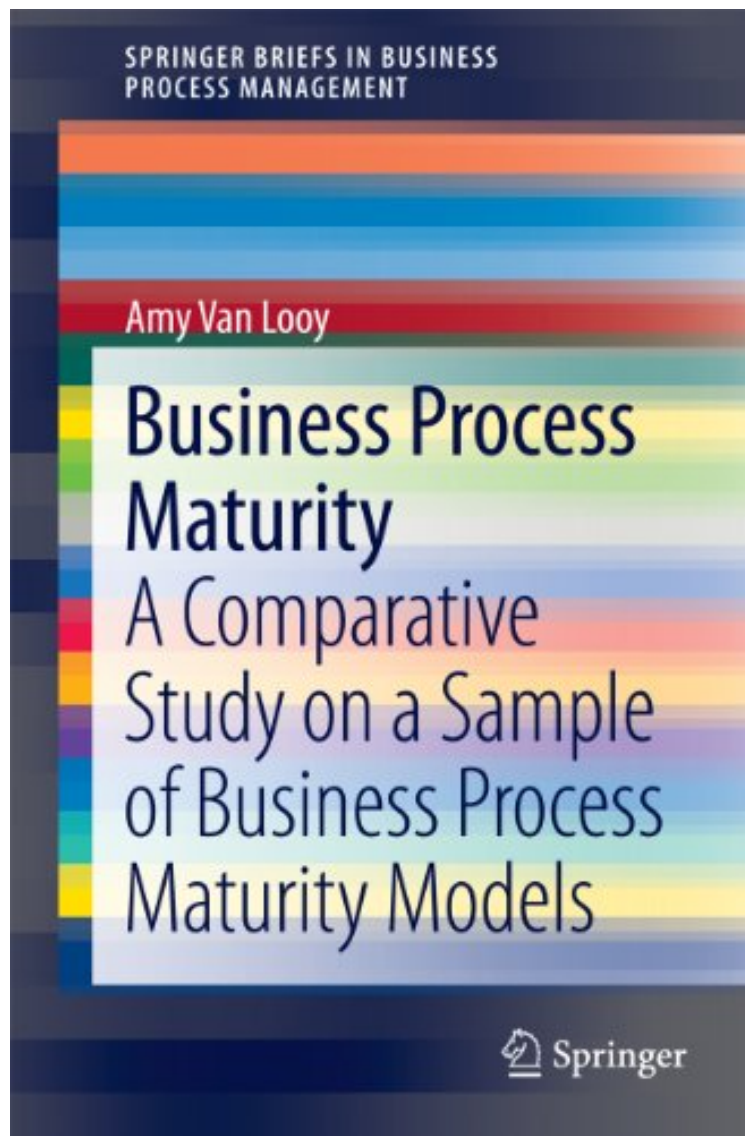


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Business Process Maturity: A Comparative Study on a Sample of Business Process Maturity Models (SpringerBriefs in Business Process Management)

Amy Van Looy

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Organisations face many challenges, which induce them to perform better, and thus to establish mature (or excellent) business processes. As they now face globalisation, higher competitiveness, demanding customers, growing IT possibilities, compliancy rules etc., business process maturity models (BPMMs) have been introduced to help organisations gradually assess and improve their business processes (e.g. CMMI or OMG-BPMM). In fact, there are now so many BPMMs to choose from that organisations risk selecting one that does not fit their needs or one of substandard quality. This book presents a study that distinguishes process management from process orientation so as to arrive at a common understanding. It also includes a classification study to identify the capability areas and maturity types of 69 existing BPMMs, in order to strengthen the basis of available BPMMs. Lastly it presents a selection study to identify criteria for choosing one BPMM from the broad selection, which produced a free online selection tool, BPMM Smart-Selector.

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About the Author Amy Van Looy holds a Ph.D. in applied economics. She is a lecturer and scholar at the Faculty of Economics and Business Administration of Ghent University. Before entering academia, Amy worked as an IT consultant for e-government projects. Her research focuses on business process maturity and capabilities in public and private organisations, by considering the traditional process lifecycle as well as the organisational culture and structure. Other research interests include business process integration and business process modelling.