High Performance Through Process Excellence
From Strategy to Execution with Business Process Management

Continuously changing customer and market requirements as well as new developments in information technology have become a dominating factor in today’s business environment. To be successful enterprises have to adapt quickly to new opportunities and threats. They have to take smart decision and execute fast. Innovation and agility become important success factors.

Features
- Second edition of Kirchmer’s brilliant introduction into the Management of Process Excellence
- Get to know how to establish a lasting Business Process Management capability that delivers real business value
- Learn how SOA, Web 2.0 or Cloud Computing can be effectively used on the way to the next generation enterprise

Contents

Fields of interest
Information Systems; Management/Business for Professionals

Target groups
Professional/practitioner

Type of publication
Professional book

Overview of the PMBOK® Guide
Short Cuts for PMP® Certification

This book is for everyone who wants a readable introduction to best practice Project Management, as described by the PMBOK® Guide 4th Edition of the Project Management Institute (PMI), “the world’s leading association for the project management profession.”

It is particularly useful for applicants for the PMI’s PMP® (Project Management Professional) and CAPM® (Certified Associate of Project Management) examinations, which are based mostly on the PMBOK® Guide. This book can also be studied alone by anyone as a general introduction to Project Management. The style and language of this book have also been selected to make them particularly suitable for readers who use English as a foreign language.

Features
- Provides easy access to the PMBOK® Guide for the PMP (Project Management Professional) certification
- Ideal guide for non-native speakers
- Aims to reduce preparation time through clear, transparent explanations
- Caters to a rapidly growing number of PMP applicants

Contents
Understanding the PMBOK® Guide. - Integration Management Processes. - Preparing for the PMP® Examination.

Fields of interest
Management/Business for Professionals; Data Storage and Retrieval; Management Processes.

Target groups
Professional/practitioner

Type of publication
Monograph

Leadership – What Really Matters
A Handbook on Systemic Leadership

What does really matter for daily leadership? How would a good and effective manager be characterized? Daniel F. Pinnow describes in a very illustrative way the essentials of collaborating with people in the business environment. This standard reference book exists as a 4th edition in German and is also available in Chinese. It provides a comprehensive and easy-to-understand overview over the most important leadership approaches in theory and practice. The credo of the author is: Leadership is an art of creating a world where others would love to join in.

Features
- The first available English book describing the approach of systemic leadership
- Suitable for professionals, trainers, coaches and managers
- The first two chapters could be applicable to graduates
- Fast and easy absorption and understanding of the contents

Contents
Leadership in the 21st century: - Leadership in a time of crisis? - Occupation or calling - What makes for good leadership? - Considering the whole - Leading with your heart and head - The instruments of systemic leadership: Employee interview, Coaching, Conflict management, Feedback culture, Goal-setting process, Delegating, Team development - Ten central theses about leadership.

Fields of interest
Management/Business for Professionals; Industrial and Organisational Psychology; Administration, Organization and Leadership

Target groups
Professional/practitioner

Type of publication
Monograph
E. Viardot, EADA, Barcelona, Spain

The Timeless Principles of Successful Business Strategy

In recent times, a number of business leaders have forgotten the fundamental rules of business strategy. Consequently they have led their companies to collapse, provoking an economic and financial crisis. Obsessed with short-term returns, they have overlooked the fact that the real purpose of corporate strategy is not only to make quick profit but more importantly to create an organization that will endure. There is much to learn from the experience of established firms that have existed for a hundred years and more. They provide the material for this clear and concise book, which presents ten lessons that detail the main elements of corporate strategy. Recognizing that each firm is unique, the book resists the temptation of quick fixes, instead offering lessons to be pondered and used on a case-by-case basis.

Features
► The book includes all the business strategy concepts and practices that are used by successful everlasting companies
► It excludes to mention specific examples of named companies because the experience from other books shows that they often get quickly outdated and they are usually difficult to extrapolate
► Instead of providing examples to imitate, the book singles out some practices/patterns which are shared by companies who have been successful over more than decades
► It invites the readers to consider if they can use them for their own firm

Contents

Fields of interest
Management/Business for Professionals; Organization/Planning; Business/Management Science, general

Target groups
Professional/practitioner

Type of publication
Monograph

Due August 2011