Workflow Modeling: Tools for Process Improvement and Application Development, 2nd Edition

Alec Sharp, Patrick McDermott

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At last - here's the long-awaited, extensively revised and expanded edition of the acclaimed and bestselling book, "Workflow Modeling". This thoroughly updated resource provides proven techniques for identifying, modeling, and redesigning business processes, and explaining how to implement workflow improvement, this book helps professionals define requirements for systems development or systems acquisition. By showing how to build visual models for illustrating workflow, the book helps practitioners assess their current business processes and see where process improvement and systems development can take place. Leading author Alec Sharp is an internationally recognized expert in business process management and is in high demand as a speaker and seminar leader in the field.

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