

Table of Contents

Business Process Lifecycle.....	1
ARIS – Software, Method and Instrument	3
<i>Helmut Kruppke, Herbert Kindermann, and Wolfram Jost</i>	
Business Processes Support Growth at BMW Group Financial Services	11
<i>Nicolas Lackner</i>	
Practical Implication and Use of Process Management at T-Mobile Czech Republic, a.s.	17
<i>Přemysl Filip, Miloš Ungr, and František Havel</i>	
When Giants Learn How to Dance – The Introduction of Process Management to a Health Insurance Fund.....	27
<i>Markus Kopetzky and Günter Reich</i>	
Business Process Strategy.....	39
From Business to Processes.....	41
<i>Ioannis Liappas</i>	
Business Process Excellence at Royal KPN.....	53
<i>Eric Kramer and Eric Roovers</i>	
Quality Management Handbook on the Web – A Visionary Platform.....	71
<i>Jakob Hefele</i>	
New Roof for Austrian Railways Network Provider – The Introduction of Business Process Management at ÖBB Infrastruktur Betrieb AG.....	85
<i>Kurt Hrdlicka, Bela Szalay, and Zhong Hong</i>	

Industrialized Sales	95
<i>Dirk H. Beenken</i>	
What Business Leaders Can Learn from Jazz Musicians About Emergent Processes	103
<i>Ann Majchrzak, Dave Logan, Ron McCurdy, and Mathias Kirchmer</i>	
<i>Business Process Design</i>	<i>115</i>
Business Process Design as the Basis for Compliance Management, Enterprise Architecture and Business Rules.....	117
<i>Karl Wagner and Joerg Klueckmann</i>	
Process-Oriented Changes in the Slovak Railways.....	129
<i>Jozef Ondáš, Anton Jaborek, Rastislav Glasa, Miloš Los, and Ján Sirota</i>	
Success Formula for the Regulated Economy – Certitude Through Compliance Management.....	143
<i>Sybille Langenbahn</i>	
IOP – Intelligent Order Processing	155
<i>Jürgen Ahlers, Hermann Eichert, and Johannes Musseleck</i>	
<i>Business Process Implementation.....</i>	<i>163</i>
Business Process Implementation – More than Just Implementing IT	165
<i>Carsten Jörns</i>	
Building an Integrated Performance Management System for Process-Oriented Operation Management.....	181
<i>Karl Ramler, Jürgen Schwarzin, and Andreas Kronz</i>	
Integrated Manufacturing Execution Systems – Yesterday, Today and Tomorrow: From Systems Integration to Comprehensive Optimization of Business Processes	199
<i>Rudolf Lobecke and Timo Slawinski</i>	
Hawaiian Tropic Sizzles with Integrated mySAP All-in-One Solution.....	209
<i>Jean Rogers</i>	

Aligning the Core Logistics Processes of the US Army with SAP.....	213
<i>Matthias Ledwon, Jonathan Roth, and Thomas Gullede</i>	
From Business Process to Application: Model-Driven Development of Management Software.....	221
<i>Thomas Andres</i>	
<i>Business Process Controlling</i>.....	233
Monitoring, Analyzing and Optimizing Corporate Performance – State of the Art and Current Trends.....	235
<i>Helge Heß</i>	
Closed Control Cycle for Business Process Management on the Credit Suisse Securities Platform	251
<i>Dirk Kogelschatz, Patrik Wyss, Markus Bucher, and Sandra Seifert</i>	
From Process Efficiency to Organizational Performance	269
<i>Tobias Blickle und Helge Heß</i>	