

## Rosemann, Spanyol & Tregear answering 27 tough questions about BPM

09:00-09:30	<b>What does process success look and feel like?</b>	Rosemann, Spanyol & Tregear
<b>ENGAGE:</b> creating a shared understanding resulting in practical action		
09:30-10:00	<b>Engage:Vision</b>	Prof Michael Rosemann
<ul style="list-style-type: none"> <li>• How would my organisation be different if we implemented process-based management?</li> <li>• What is the link between organisational strategy and business process management?</li> <li>• How do I create exciting BPM visions to lead to entire new process visions for my organisation?</li> </ul>		
10:00-10:30	<b>Engage:Urgency</b>	Roger Tregear
<ul style="list-style-type: none"> <li>• What are the compelling reasons for my organisation to adopt process-based management?</li> <li>• How can we capture executive attention and transform it into commitment?</li> <li>• Why should my organisation invest in developing a process management capability? Why now?</li> </ul>		
10:30-11:00	<b>Engaged:Tribe</b>	Andrew Spanyol
<ul style="list-style-type: none"> <li>• How can we develop a critical mass of people interested in BPM?</li> <li>• Why should our day-to-day operational managers care about process management?</li> <li>• How can we make the 'idea of process' highly contagious?</li> </ul>		
11:00-11:30	<b>BREAK</b>	
<b>IMPROVE:</b> modelling, measuring and delivering process improvements		
11:30-12:00	<b>Improve:Model</b>	Prof Michael Rosemann
<ul style="list-style-type: none"> <li>• How can I use process models for improved engagement and communication?</li> <li>• What are innovative ways to model beyond complying to dominant process modelling standards?</li> <li>• How do my process models best inform the software development lifecycle?</li> </ul>		
12:00-12:30	<b>Improve:Measure</b>	Roger Tregear
<ul style="list-style-type: none"> <li>• How can we measure things that are difficult to measure?</li> <li>• Can we justify the cost of measurement?</li> <li>• How can process performance be integrated with financial, unit and individual measures?</li> </ul>		
12:30-1:00	<b>Improve:Realise</b>	Andrew Spanyol
<ul style="list-style-type: none"> <li>• How can we make sure that the To Be becomes the new As Is?</li> <li>• What are the current limitations of, and future prospects for, BPM Systems &amp; related technology?</li> <li>• Are you seriously suggesting 'continuous improvement' with all the disruption that will bring?</li> </ul>		
1:00-2:00	<b>LUNCH</b>	
<b>SUSTAIN:</b> creating an environment that sustains business process success		
2:00-2:30	<b>Sustain:Respond</b>	Roger Tregear
<ul style="list-style-type: none"> <li>• What does it mean to be 'accountable for process performance'?</li> <li>• How may process owners does it take to change the operational performance of a light bulb?</li> <li>• How can I be accountable for the performance of something that I do not control?</li> </ul>		
2:30-3:00	<b>Sustain:Nurture</b>	Prof Michael Rosemann
<ul style="list-style-type: none"> <li>• What is the ROI for a Process Centre of Excellence?</li> <li>• How do we integrate BPM with other management disciplines?</li> <li>• What is our realistic pathway to increased BPM maturity?</li> </ul>		
3:00-3:30	<b>Sustain:Embed</b>	Andrew Spanyol
<ul style="list-style-type: none"> <li>• How can we make process-based management truly sustainable?</li> <li>• How can we create and maintain a process mindset throughout our organisation?</li> <li>• If it takes 3 years to raise BPM Maturity, why are most organisations still at low levels of maturity?</li> </ul>		
3:30-4:00	<b>BREAK</b>	
4:00-5:00	<b>Bringing It All Together</b>	Open panel session with all speakers and delegates