

A one-day seminar with Rosemann, Spanyi & Tregear answering 27 of the tough questions about process-based management.

For the very first time, a unique opportunity to spend an informative day with Prof Michael Rosemann, Andrew Spanyi and Roger Tregear to discuss key issues in BPM. Gain practical insights from the extensive personal experience of these authors, consultants and researchers.



Andrew Spanyi

International BPM consultant and thought leader. Author of "More for Less: The Power of Process Management" and "Business Process Management is a Team Sport".



Michael Rosemann

One of the world's leading BPM researchers. Author/editor of seven books and more than 150 refereed papers, Michael has been invited to present in more than 20 countries.



Roger Tregear

Consulting Director with Leonardo Consulting. Helping organisations realise the practical benefits of process-based management. BPTrends Instructor and Columnist.



A day of insight into creating business process success.

Rosemann, Spanyi & Tregear will discuss key issues in engaging, improving and sustaining process-based management in contemporary organisations.

Book now for this unique opportunity. Places will sell out quickly.

Register Now

Australia Tour Dates

Melbourne: 2 March 2010 Canberra: 3 March 2010
Brisbane: 9 March 2010 Sydney: 10 March 2010

ENGAGE	Vision
	Urgency
	Tribe
IMPROVE	Model
	Measure
	Realise
SUSTAIN	Respond
	Nurture
	Embed

Australia Tour Venues

Melbourne

Sofitel, 25 Collins Street

Canberra

Novotel, 65 Northbourne Avenue

Brisbane

Novotel Brisbane, 200 Creek Street

Sydney

Novotel Rockford, 100 Murray Street

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Andrew, Michael & Roger will present, discuss and debate these 27 key BPM questions.

ENGAGE	Vision	<ul style="list-style-type: none"> How would my organisation be different if we implemented process-based management? What is the link between organisational strategy and business process management? How do I create exciting BPM visions to lead to entire new process visions for my organisation?
	Urgency	<ul style="list-style-type: none"> What are the compelling reasons for my organisation to adopt process-based management? How can we capture executive attention and transform it into commitment? Why should my organisation invest in developing a process management capability? Why now?
	Tribe	<ul style="list-style-type: none"> How can we develop a critical mass of people interested in BPM? Why should our day-to-day operational managers care about process management? How can we make the 'idea of process' highly contagious?
IMPROVE	Model	<ul style="list-style-type: none"> How can I use process models for improved engagement and communication? What are innovative ways to model beyond complying to dominant process modelling standards? How do my process models best inform the software development lifecycle?
	Measure	<ul style="list-style-type: none"> How can we measure things that are difficult to measure? Can we justify the cost of measurement? How can process performance be integrated with financial, unit and individual measures?
	Realise	<ul style="list-style-type: none"> How can we make sure that the To Be becomes the new As Is? What are the current limitations of, and future prospects for, BPM Systems and related technology? Are you seriously suggesting 'continuous improvement' with all the disruption that will bring?
SUSTAIN	Respond	<ul style="list-style-type: none"> What does it mean to be 'accountable for process performance'? How may process owners does it take to change the operational performance of a light bulb? How can I be accountable for the performance of something that I do not control?
	Nurture	<ul style="list-style-type: none"> What is the ROI for a Process Centre of Excellence? How do we integrate BPM with other management disciplines? What is our realistic pathway to increased BPM maturity?
	Embed	<ul style="list-style-type: none"> How can we make process-based management truly sustainable? How can we create and maintain a process mindset throughout our organisation? If it takes 3 years to raise BPM Maturity, why are most organisations still at low levels of maturity?

Outcomes for Participants

- understand the positive and negative forces that impact on business process success
- learn what is really important in developing a process-centric organisation culture
- update your understanding of the very latest in business process management thinking
- understand the core issues in modelling, measuring and delivering business process improvements
- discover practical techniques for achieving, and surviving, the BPM tipping point
- gain insights into what is required to create an environment that sustains process-based management
- engage with fellow travellers on the BPM journey and gain insights from their successes and failures

[Download The Agenda](#)

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[Ask Andrew a Question](#)

[Ask Michael a Question](#)

[Ask Roger a Question](#)

[Register Now!](#)

A day with Rosemann, Spanyi & Tregear. Insightful, inspiring, enduring.



Andrew Spanyi's work in process management is recognised internationally. His focus is on assisting organisations that are in transformation. Andrew has two decades of relevant management consulting practice experience. He is the founder of Spanyi International and has worked with The Rummler-Brache Group, SCONA and Xerox Learning Systems. As well as his involvement in 130 major process improvement projects, Andrew has delivered keynote speeches at conferences in the Americas, Europe and Australia and has published widely on BPM and related topics. He has written two books on Process Management: *More for Less: The Power of Process Management* and *Business Process Management is a Team Sport: Play It to Win!*



Dr Michael Rosemann is a Professor and Leader of the Information Systems Program at Queensland University of Technology. The IS Program comprises 40 PhD students and includes one of the world's largest BPM Groups. Michael is Chief Investigator for a number of applied research projects funded by the Australian Research Council and industry partners. He is Head of the Business Service Management project in the *Smart Services Collaborative Research Centre*. Author/editor of seven books and 150 refereed papers Michael is an Editorial Board member of seven international journals. His book *Process Management* has been translated into German, Russian and Mandarin. Michael has delivered presentations in 26 countries and has extensive consulting experience.



Roger Tregear spends his working life talking, consulting, thinking and writing about analysis, improvement and management of business processes. Often working as a "thinking partner" and mentor, he provides business process education and consulting services. His many successful business analysis, technology and marketing assignments mean that he has well developed insights into the nature of business process management. Roger works with clients on short and long term assignments, in full time and part time capacities, in organisational improvement and problem solving areas such as capability development, process improvement, strategic alignment, process measurement, process governance. Roger has delivered BPM training programs in Australia, New Zealand, United Kingdom, Nigeria, and Bahrain.

Testimonials

"(Andrew) has provided clarification on how enterprise processes need to be closely aligned with core vision and business strategies to drive step change improvements in efficiency and effectiveness. Spanyi's book helps to "connect the dots" for many leaders who may be confused or not convinced of the value of integrating strategy, processes, metrics, improvement projects, & IT into driving improved bottom line results.

Bill Cantwell, Vice President, Global Supply Chain, Air Products

"Michael is by far one of the most interesting and outstanding speakers, professors, teachers and advisors I've ever met. He is always dynamic, positive and forward-looking with people with whom he interacts, the students he inspires, and the teams he leads. He possess a great sense of vision ... one of the most prominent figures in contributing to BPM knowledge and practice. I have benefited tremendously from his perceptive and highly valuable advice."

Dr. Sandy Chong, Senior Research Fellow, Curtin University of Technology

"Roger is a key member of the Process movement. He is a skilled and popular instructor, author of insightful articles on process, an experienced consultant, and chairs the leading BPM conference in Australia, ProcessDays. He has helped a variety of companies improve business processes and has trained numerous individuals to do the same. Roger is one of those people you turn to if you have a business process problem and want experienced help."

Paul Harmon, Executive Editor, BPTrends and Chief Methodologist, BPTrends Associates.