Learning to Run: A Guide to Business Process Re-engineering

David Broadbent

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David Broadbent presented a number of theories round a case study at the OMG 'BPM Think Tank' in November 2008 in Putten, Netherlands. The main points were that lots of organisations suffer from some or all of the following: • No Cross-functional communication or co-operation. • No understanding of the end-to-end process • No ownership of the end-to-end process • Blame culture • Silo mentality • Resistance to change • Lack of process capability maturity to actually implement change A number of those present suggested that David put his theories on culture being seen as an afterthought into a book.

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