THE FIVE STAGES OF BUSINESS PROCESS MANAGEMENT MATURITY MODEL

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Abstract

Business Process Management (BPM), in diverse forms, has been around for the last 30 years. During this time BPM has progressed to a holistic management approach that has a distinctive level of complexity resulting in part from the infinite of implementation options available. The popularity and significance of BPM leads to the question of how advanced different organizations are in their BPM development. The notion of maturity has been proposed for a number of management approaches as a way to evaluate the fullness or perfection of growth or development. This paper describes business process management as a new paradigm for competitive advantage. Also, paper presents the five stages of business process management maturity model that has been developed for the evaluation and advancement of BPM effectiveness across organizations.

Keywords: business process management, process maturity, maturity stages

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