



Escritório de Processos: BPMO (Business Process Management Office) (Portuguese Edition)

Carlos Hiroshi Usirono

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Este eBook apresenta um conjunto de frameworks que auxiliam o profissional a planejar, estruturar, implantar e conduzir um Escritório de Processos (EP) ou Business Process Management Office (BPMO), abordando todas as etapas e instrumentos necessários para a sua operacionalização.

Além dos aspectos de governança, serão abordadas as técnicas de gestão de melhoria incremental (Business process improvement) e de gestão da transformação (Business process engineering).

O eBook destina-se aos profissionais que almejam fortalecer seus conhecimentos sobre a disciplina de gestão por processos, propiciando uma visão abrangente e integrada.

O leitor aprenderá a implantar um processo de governança, a conduzir projetos de melhoria incremental e de transformação e entenderá a importância do alinhamento com as atividades de planejamento estratégico, escritório de projetos, TI, compliance, auditoria, controladoria e áreas funcionais. Adicionalmente, aprenderá a calcular e acompanhar os benefícios de projetos com foco na redução de custos e riscos para a organização e a monitorar o desempenho das áreas organizacionais na identificação das oportunidades de otimização.



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