The Future is...."Agile"

Thoughts on the value of a [BPM Certificate](#)

Like most of your peers, you are looking for ways to distinguish yourself in your organization. You have a full plate at work, but sometimes it may feel like you are invisible, all too replaceable by someone else of equal education and experience. For anyone in a process-driven organization - which is almost every organization - there is little that helps you shed the invisibility cloak as effectively as learning the discipline of business process management (BPM).

Be ready for a sea change in the pace of your work results, and prepare to become highly visible!

Why We Need Agility

Rapid response to change is demanded by a public that is in the habit of clicking another button if an option doesn't materialize (as in...*now*!). [Steve Stanton](#) of BPM software firm, FCB Partners, echoes this in saying, "Despite the risks, Big Change Fast will increasingly be the tool of process professionals as they deploy new technologies to delight their customers and fend off disruptors. Better sameness will be yesterday's news."

[Nathaniel Palmer,](#) a recognized thought leader in the business process management (BPM) field, says that a company's investment in BPM confers the "critical advantages of having a framework for rapid turnaround...of being able to release, on a 30-day window, new process-driven applications."

Businesses are moving from designing processes that solve static problems to ones that have built-in assumptions of constant change. These must, by nature, **be agile to respond to that change.**

An Agile YOU

"*In a process-oriented organization, people always wonder how their work affects that of others. Employees do not just execute one activity, but they contribute to the overall process and its deliverables.*"
   - Mathias Kirchmer, in High Performance Through Process Excellence.

> **_CEG's Business Process Management training_ was developed to help teams embrace and embody the language, the concepts, the architecture of BPM and to use it to respond to contintually changing customer demands -- with agility!**

Not only is BPM itself designed to promote agile organizational responsiveness, but it also forces an fluid role definition for each disciple. No longer is your thinking

confined to your functional unit, but *you* become customer-driven, along with everyone else involved in the initiative.

> **You attain a bird's-eye view of the organization because your work ties in with every function in the chain, "end-to-end".**

What could be better for achieving more visible and impactful results than a broader perspective?

An Agile Field

Business Process Management is not a new field. You could argue that its ancestry dates back to the Industrial Revolution - or okay, more relatably - to the age of Deming and his preachings about building quality into every process. Over the decades since, TQM, ISO 9000, Lean and Six Sigma were adopted by manufacturing companies to tighten the bolts and plug the holes in increasingly complex, automated operations. Soon, retail, banking, healthcare and other service industries began to employ these methodologies.

> **When you get down to it, it's all about process. Throughout time, business ventures, provided they have a good product, a viable market and sufficient capital, have risen or fallen on "process". Manage it well and you will thrive; manage it sloppily, and you will inevitably fail.**

Today, BPM has subsumed LEAN Six Sigma and other methods-oriented initiatives in many companies because it represents a more holistic approach to process improvement. The limits to how critical the BPM discipline will be going forward are hard to fathom.

An Agile Career Future

Good news: the robots are getting all the crummy jobs. That leaves the good ones to humans, and these humans have been dubbed "knowledge workers".

At its narrowest [definition](#), "knowledge worker" (coined by Peter Drucker) describes "employees such as data analysts, product developers, planners, programmers and researchers who are engaged primarily in acquisition, analysis and manipulation of information as opposed to the production of goods and services." More broadly, it encompasses everyone whose primary role involves applying agile intelligence to their everyday roles. This means you!

__With "the production of goods and services" essentially delegated to digital entities, most professionals of the future will be managers or knowledge workers or both.__

Software robots and their progeny will take "routine" out of your job description to an increasing degree. The more sophisticated your employer, the more you will be expected to be a true knowledge worker, an internal consultant who employs the BPM framework, project-by-project, to ensure your company is more process-driven. The better you do this, the better you do.

There is no end to process improvement, and therefore no dead end to a career that embraces BPM. Ironically, what pulls you into a collective mission of process improvement is the very thing that will distinguish you as an individual contributor.