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The most valuable assets of a 20th-century company were its production equipment. The most valuable asset of a 21st-century institution, whether business or non-business, will be its knowledge workers and their productivity.

Peter F Drucker

TAMING THE UNPREDICTABLE

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REAL-WORLD ADAPTIVE CASE MANAGEMENT:
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The core element of Adaptive Case Management (ACM) is the support for real-time decision-making by knowledge workers.

Taming the Unpredictable presents the logical starting point for understanding how to take advantage of ACM. This book goes beyond talking about concepts, and delivers actionable advice for embarking on your own journey of ACM-driven transformation.

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