



BPM - Driving Innovation in a Digital World (Management for Professionals)

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This book shows how business process management (BPM), as a management discipline at the intersection of IT and Business, can help organizations to master digital innovations and transformations. At the same time, it discusses how BPM needs to be further developed to successfully act as a driver for innovation in a digital world.

In recent decades, BPM has proven extremely successful in managing both continuous and radical improvements in many sectors and business areas. While the digital age brings tremendous new opportunities, it also brings the specific challenge of correctly positioning and scoping BPM in organizations. This book shows how to leverage BPM to drive business innovation in the digital age. It brings together the views of the world's leading experts on BPM and also presents a number of practical cases. It addresses managers as well as academics who share an interest in digital innovation and business process management. The book covers topics such as BPM and big data, BPM and the Internet of Things, and BPM and social media. While these technological and methodological aspects are key to BPM, process experts are also aware that further nontechnical organizational capabilities are required for successful innovation.

The ideas presented in this book have helped us a lot while implementing process innovations in our global Logistics Service Center.

Joachim Gantner, Director IT Services, Swarovski AG

Managing Processes – everyone talks about it, very few really know how to make it work in today's agile and competitive world. It is good to see so many leading experts taking on the challenge in this book.

Cornelius Clauser, Chief Process Officer, SAP SE

This book provides worthwhile readings on new developments in advanced process analytics and process modelling including practical applications – food

for thought how to succeed in the digital age.

Ralf Diekmann, Head of Business Excellence, Hilti AG

This book is as an important step towards process innovation systems. I very much like to congratulate the editors and authors for presenting such an impressive scope of ideas for how to address the challenging, but very rewarding marriage of BPM and innovation.

Professor Michael Rosemann, Queensland University of Technology

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Editorial Review

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Jan vom Brocke is head of the BPM group in Liechtenstein. He is Professor of Information Systems, Hilti Chair of Business Process Management, and Director of the Institute of Information Systems. He is Founder and Co-Director of the International Master Program in IT and Business Process Management and Director of the PhD Program in Information and Process Management at the University of Liechtenstein (see:

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Theresa Schmiedel is Assistant Professor at the Institute of Information Systems of the University of Liechtenstein. She holds a PhD in business economics from the University of Liechtenstein and a Diploma in economics from the University of Hohenheim, Stuttgart, Germany, which she conducted partially at York University, Toronto, Canada. Theresa worked as a Research Assistant at the Department for Sociology and Empirical Social Research, University of Hohenheim, and at the Centre for Cultural and General Studies, Universität Karlsruhe, Germany. Her research focuses on social aspects in information systems research, particularly on the interconnection of culture and business process management. Her work has been published in leading journals of the field, including Information & Management (I&M) and Business Process Management Journal (BPMJ), as well as in academics books and conference proceedings. Her research has been internationally recognized and distinguished. She is an invited speaker in the field of business process management.

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