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Nota di contenuto	Introduction: Planning and Scoping Business Process Management Projects and Programs with BPM Billboard -- Cases on Process Technology and Automation: Process Automation at Generali CEE Holding: A Journey to Digitalization -- Sensor-enabled Wearable Process Support in the Production Industry -- Enabling Financing in Agricultural Supply Chains Through Blockchain. Global Accounting at Deutsche Bahn Group. The Case of the TIM BPM Suite. Tracking Energy Efficiency Performance at Clean Energy Solutions -- Industry 4.0 Integration Assessment and Evolution at EVVA GmbH -- Managing Agile Business Processes at N-DECT Development of a Process-Aware Information System for Agile Business Processes -- Cases on Process Analysis and Monitoring: Analysis of the Customer Journey at the Pension Provider APG Using Self-Service and Data Hub Concepts -- Enabling Process Mining in Airbus Manufacturing Extracting Event Logs and Discovering Processes from Complex Data -- Improving the Arthritis Care Process at Maastricht UMC+ -- Ensemble Deep Learning for Proactive Terminal Process Management at the Port of Duisburg "duisport" -- Accurate Predictions, Invalid Recommendations -- Realizing the Benefits of Process Improvement -- Cases on Governance and Strategic Alignment: Successful BPM Governance: Insights from Commonwealth Bank of Australia -- On the Role of BPM Governance at "System Group". The BPM Journey of an Iranian Software Solution

Provider -- Making Processes Patient-centric: Process Standardization and Automation in the Healthcare Sector at Hirslanden AG -- BPM Adoption at the Industrial Services Provider Bilfinger -- Adoption of Globally Unified Process Standards: The Case of the Production Company Marabu -- A Processes Reference Framework for the Creative and Cultural Industries. The Case of the Puglia Creativa Cluster -- Exploring BPM Adoption and Assessing the Strategic Alignment of Processes at Raiffeisen Bank Kosovo -- Developing Business Process Architecture at Poland's Ministry of Finance. An Uneasy Journey Toward BPM -- Integrating Hoshin Kanri into Business Process Management: A Holistic Approach at Siemens Electronic Works Amberg.

Sommario/riassunto

This book is a sequel and extension to the book "Business Process Management Cases", published in its first edition by Springer in 2018. It adds 22 new cases for practitioners and educators to showcase and study Business Process Management (BPM). The BPM cases collection is dedicated to providing a contemporary and comprehensive, industry-agnostic insight into the realities of BPM. In particular it focuses on the lessons that only authentic cases can provide. The experiences documented cover both, the positive impact of deploying BPM as well as the lessons learnt from failed attempts. Each case takes a holistic approach and by doing so, each chapter recognizes that BPM in practice is a multidimensional endeavor covering strategy to operations, systems and infrastructure, governance and culture, models and running processes. This volume also introduces a new device to plan and scope BPM initiatives: the BPM Billboard. The billboard helps professionals to link BPM projects to the corporate strategy and to build the organizational capabilities to reach such strategic directive. Digital technologies do not just facilitate innovative process designs, but enable entire new strategic options. This book provides a contemporary and comprehensive overview of how to create process-enabled strategies in an opportunity-rich environment. Martin Petry, Hilti CIO This is the first book to present the BPM Billboard – A new management tool to plan and scope BPM initiatives. The Billboard together with the insightful real-world cases offers valuable guidance towards BPM success from a holistic perspective. Gero Decker, Signavio CEO.
