Business Process Cases Presentations

WS 2022

Book

- Business Process Management Cases, J. Vom Brocke, J. Mendling, Springer, 2018

- You can find it at this link: https://link.springer.com/book/10.1007/978-3-319-58307-5
  Or in Moodle ☺

- Tip: if you are connected to the university network, you may download it full or on a chapter basis from the link above

Book Content

- The book presents 31 real life cases on how selected companies or organizations adopted BPM to achieve their results • One case per chapter, ca. 20 pages each

- Chapter structure:

- Introduction

- Situation faced

- Action taken

- Results achieved

- Lessons learned

Chapters -

Part I Strategy and Governance

1. How to Move from Paper to Impact in Business Process Management: The Journey of SAP
2. Developing and Implementing a Process-Performance Management System: Experiences from S-Y Systems Technologies Europe GmbH—A Global Automotive Supplier
3. Establishment of a Central Process Governance Organization Combined with Operational Process Improvements
4. BPM Adoption and Business Transformation at Snaga, a Public Company: Critical Success Factors for Five Stages of BPM
5. Enabling Flexibility of Business Processes Using Compliance Rules: The Case of Mobiliar
6. Comprehensive Business Process Management at Siemens: Implementing Business Process Excellence

Chapters -

7. People-Centric, ICT-Enabled Process Innovations via Community, Public and Private Sector Partnership, and e-Leadership: The Case of the Dompe eHospital in Sri Lanka

8. Fast Fish Eat Slow Fish: Business Transformation at Autogrill

Part II Methods

9. The NESTT: Rapid Process Redesign at Queensland University of Technology

10. Kiss the Documents! How the City of Ghent Digitizes Its Service Processes

11. Application of the Design Thinking Approach to Process Redesign at an Insurance Company in Brazil

12. Collaborative BPM for Business Transformations in Telecommunications: The Case of "3

13. Process Management in Construction: Expansion of the Bolzano Hospital

Chapters -

Part III Information Technology

Chapters -

Chapters -

Part IV People and Culture

26. Leading 20,000+ Employees with a Process-Oriented Management System: Insights into Process Management at Lufthansa Technik Group

27. "Simply Modeling": BPM for Everybody-Recommendations from the Viral Adoption of BPM at 1&1

28. Supporting Process Implementation with the Help of Tangible Process Models

29. Business Process Modeling of a Quality System in a Petroleum Industry Company

30. Business Process Management in German Institutions of Higher Education: The Case of Jade University of Applied Science

31. Exploring the Influence of Organizational Culture on BPM Success: The Experience of the Pernambuco Court of Accounts

Your Tasks

- Form groups of 2 students

- Select **TOGETHER** one chapter from the book that meets your interest

- Express your interest before **Dec.12th, 2022 at 10:00** ….. (by crossing your chosen topic)

- A chapter can be chosen by only one group! **(for each topic are exactly 2 crosses possible & each member of the group has to check the chosen topic)**

- Read the chapter, prepare a 10-15 minutes presentation for it.

- **Upload the slides of the presentation in moodle below until Jan 9th, 2022, 10:00**

- The presentations will be on Jan. 10th and 17th.