



Transforming Through Processes: Leading Voices on BPM, People and Technology (SpringerBriefs in Business Process Management)

Joachim Van den Bergh, Sara Thijs, Stijn Viaene

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This book presents a series of twelve short interviews with inspiring practitioners and academics sharing insights in the world of process and transformation. The interviews tackle issues and questions about the future of Business Process Management (BPM), the impact of emerging technologies and customer centricity. It focusses the pitfalls in BPM implementations as well as cultural aspects and many more specific views. With the insights and experiences of leading experts the book provides a basis for the reader to achieve the next level of business process excellence, a discipline that holds potential for both practice and research.



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