Preface to the Industry Forum of
the 19th International Conference on Business
Process Management

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The International Conference on Business Process Management is the global hub for presenting and discussing the state-of-the-art in business process management (BPM). Grounded in a careful selection procedure and with two decades of tradition, the conference guarantees highest quality and facilitates a condensed focus on the latest and most important insights. Though the conference has initially had a strong academic focus, it now covers a broad array of views and communities, one of them the Industry Forum which shines a light on the progression of BPM in practice around the world.

The BPM Industry Forum serves to exchange experiences and to support networking among BPM practitioners around the world. The target audience of the industry forum includes business analysts, process managers, chief information officers, chief operations officers, digital transformation managers, project managers, process consultants, process owners, industry researchers, and related service providers. In addition, academic participants of the conference are known to let themselves be inspired by practical applications of BPM research.

As the track chairs for the 2021 Industry Forum, it gives us great pleasure to present in these proceedings those BPM case studies that were presented in Rome during the conference, which have been selected from the pool of nine submissions that we received in response to our global call. Each of these submissions has been carefully reviewed by BPM professionals as well as academic experts to ensure we only share those findings that combine relevance and rigor, i.e., that have potential for impact as well as the evidence required to lead to trusted results.

Very much in alignment with the academic program of the conference, which features tracks dedicated to engineering, methodology and management, we also arrived at a set of case studies that span the entire spectrum of the fascinating world of business processes. Studying these proceedings, you will gain insights into how BPM methods as well as technologies such as process mining and RPA have helped organizations to improve internal and customer-facing processes. The diversity of the selected papers is also visible in plethora of industry sectors covered ranging from manufacturing, financial services, and telecommunications to the public sector, academia, and health care.

We are very grateful to all reviewers who have helped us over the last months by assessing and curating these case studies. In light of the quality of the papers we are confident that you will find inspiration and education in these proceedings.

Rome, September 2021   Massimiliano de Leoni
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