CHANGING FACE OF PROCESS MANAGEMENT

Research Sponsorship Opportunity

PROJECT OVERVIEW AND SCOPE

There is a growing sentiment that times have changed and that business process management needs to adjust to keep up. There are a myriad number of reasons for this sentiment ranging from stagnating methodologies that haven't changed substantially since the 90s to the growing digitalization of our organizations. However one thing is very clear organizations require fast paced changes that incorporate or at the very least integrate with new technologies (e.g., automation, machine learning, and AI) and opportunities.

In our recent research on process automation APQC found that business process management is potentially more important than ever before. Process management has many of the foundational skills to support organizations' efforts in the digital age. However the parallel sentiment on the need for change sparks several questions. Is there an actual need for change? What is driving the need to change and is it the same across industries? What capabilities need to be maintained and what new ones need to be developed?

This project will explore the changing business environment's impact on business process management and discern the critical skillsets and techniques necessary to not only stay relevant but provide additional vale to the organization.

AUDIENCE

♦   Process management, continuous improvement management, leadership for performance management, director of business excellence, IT, digital transformation leadership

RESEARCH METHODS

The project will use a combination of secondary research, interviews, and findings from the annual priorities survey to understand how process management needs to make a shift to stay relevant in and use the opportunities provided in the changing business ecosystem to improve its role in organizational operations.

The research will focus on the following questions:

1. What components of today's business environment are directly impacting the role of process management (e.g., process automation, speed of change, digital transformation initiatives, machine learning and AI)?
   a. What is the scale of change for process management? Is it the same across industries?
2. Where does process management fit in the organizational structure?

a. What's its role in digitalization and organizational change?
3. What skillsets will keep process management thriving over the next 5 years?
    a. What foundational skillsets are still relevant?
    b. What skillsets should process management professionals develop?
4. What methodologies are or will be relevant?
    a. Which foundational methodologies need to be preserved?
    b. What methodologies need to become part of the toolkit (e.g., low-code bot development, Agile project management, customer journey mapping)?

DELIVERABLES

- Full research report including sponsor's perspective
- Research overview
- Promotions for research deliverables across multiple media platforms
- Webinar event showcasing research results and sponsor's thought leadership
- Presentation and recording
- List of attendees who opt-in to share name and organization
- Case study and/or interviews of vetted, targeted organizations included in the research report

For more information, contact Cathy Hill at chill@apqc.org or +1-713-685-4652.

ABOUT APQC

APQC helps organizations work smarter, faster, and with greater confidence. It is the world's foremost authority in benchmarking, best practices, process and performance improvement, and knowledge management. APQC's unique structure as a member-based nonprofit makes it a differentiator in the marketplace. APQC partners with more than 500 member organizations worldwide in all industries. With more than 40 years of experience, APQC remains the world's leader in transforming organizations. Visit us at www.apqc.org, and learn how you can make best practices your practices.