

Preface

This book is an extract from the dissertation that Jens Ohlsson disputed for the Degree of Doctor of Philosophy in Computer and Systems Sciences at Stockholm University, Sweden, on 28 November 2016. The original title of the dissertation is *Exploring Designs for a Process Prioritisation Method*.

In this book, we first introduce the research problems that motivate the design of the prioritisation and categorisation method (PCM), and the design exploration process of the PCM during the years (2010–2016). We further focus on the theories that influence the design and evaluation of the PCM for supporting process prioritisation decisions. Third, we describe the PCM in detail: the process heat map (PAHM) and process categorisation map (CM), as well the way of working with the PCM in practice. The web tool of the PCM is also presented and described in steps (shown in the appendix). Fourth, we summarise the research papers that we conducted in evaluating the PCM in the two big companies in Sweden: Seco Tools and Ericsson. We then discuss the research findings and the implications for BPM research on process improvement, process prioritisation and BPM capability development. The design principles of the PCM are further articulated. We discuss the limitations and future research and make conclusions at the end.

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