

# Propositions

accompanying the dissertation

## **Rethinking care processes: Does anybody have an idea?**

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1. Paradoxically, the field of Business Process Management faces the problem that it tries to solve: fragmentation. (This thesis, Chapter 2)
2. A bad process improvement idea for care processes is as difficult to find as a non-hilly cycling track in South Limburg. (This thesis, Chapter 5)
3. A key problem of a problem-centric approach is that problems that become really problematic problems are the problems that are not identified as problems. (This thesis, Chapter 5)
4. Being an athlete is an advantage when you are involved in process redesign projects. Athletes know the essentials of process redesign from experience: it is all about working smarter, not harder.
5. Generating improvement ideas without implementation is a kind of hobby.
6. Politicians need to take lessons in process redesign. As a society, we should not aim to create more and more jobs. We should aim to reduce the number of non-value-adding jobs and to organize value-added work smartly.
7. Using social media moves people's central question in life away from "What do I really like to do?" to "What do other people like me to do?" and "What can I post about it?"
8. The execution of a research project resembles the process of climbing a mountain by bike. While climbing, your key focus is on finding the optimal strategy to reach the summit. When you reach the summit, you start reflecting on your chosen strategy. Soon, you also realize that there are many more mountains around you. Then, you are faced with the challenge to select the one to be climbed next.
9. Passionate curiosity and sports experience are key factors in a predictive model to distinguish the energetic from the exhausted PhD student.
10. You should not waste time searching for the job of your dreams, you have to create it.