

# Retraction notice: Impact of online customer reviews and deep learning on product innovation empirical study on mobile applications

The publishers of the *Business Process Management Journal* wish to retract the article Zhao, H., Yang, Q. and Liu, Z. (2021), "Impact of online customer reviews and deep learning on product innovation empirical study on mobile applications," *Business Process Management Journal*, Vol. 27 No. 6, pp. 1912-1925. <https://doi.org/10.1108/BPMJ-12-2020-0542>

An internal investigation into a series of submissions has uncovered evidence that the peer review process was compromised. As a result of these concerns, the findings of the article cannot be relied upon. This decision was made in accordance with Emerald's publishing ethics and the COPE guidelines on retractions. Despite numerous attempts to contact the authors, the journal has received no response; the response of the authors would be gratefully received. The publishers of the journal sincerely apologize to the readers.

