

BPM Survey results : Organizations mindset

Following are the first results of the Trisotech survey on Business Process Management (BPM) implementation projects. These results are the consolidation of answers provided by business professionals and managers actively involved or interested in BPM.

The results of questions 3 and 6, from a total of thirteen survey questions, are presented below.

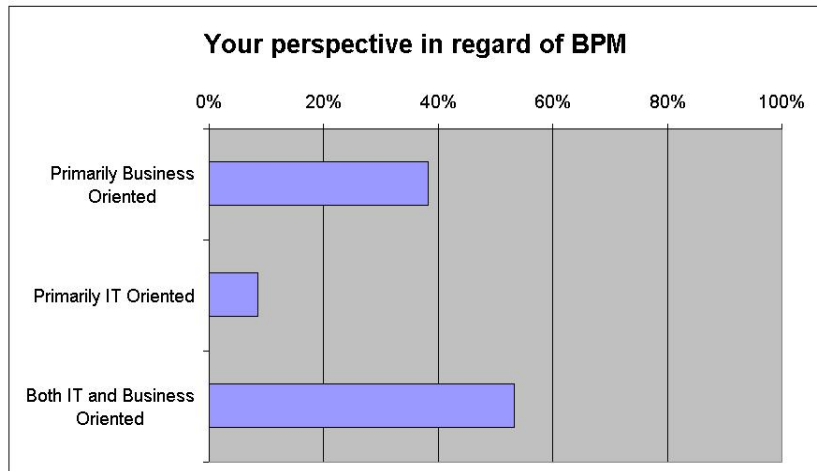
The first section of our questionnaire allows us to position the participants: their industry sector, their role and perspective in regard of a BPM implementation. The following question (question 3 of the survey) is part of this section.

Question 3. Attendee perspective in regard of BPM?

The majority of participants indicated that they are primarily business oriented.

Even if 40% of the participants were from IT, they recognize that a BPM implementation is a business decision.

91% of respondents indicated that their perspective in regard of BPM was primarily business oriented or a combination of business and IT.

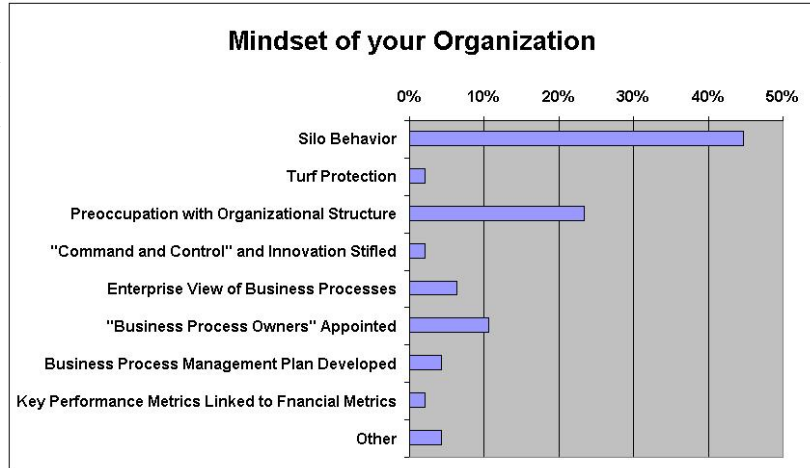


Question 6 of our survey, is part of our third section, allowing us to identify the actual state of BPM initiatives within the participating enterprises.

Question 6. Which best describe the mindset of your organization?

In answer to the question regarding the actual enterprise mindset, the respondents indicated that:

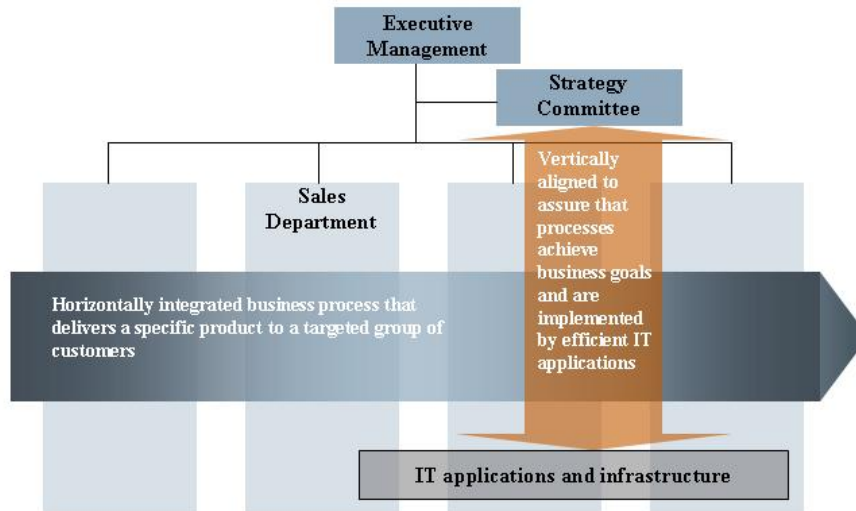
- Silo behavior is the prevalent mindset with 45%,
- Followed by the emphasis with organizational structure (23%).



These two behaviors associated to the functional structure of an organization are very important to consider. They indicate that the majority of the companies are managed and focused on activities and results aligned to their own department, group or “silo”.

However processes that deliver value to the clients have no department frontiers. They cross many departments and are horizontal in their nature. A “Process Centric Organization” is defined as an organization that is organized, structured, measured and managed in terms of business processes.

A “Process Centric Organization” should combine the characteristics of a structured organization to the characteristics of the business processes which are cross enterprise by nature. The following diagram illustrates these two axes and their role within an organization.



Additional results will be published shortly.