

Factors						Capability areas
Strategic Alignment	Governance	Methods	Information Technology	People	Culture	
Strategy-driven BPM project planning	BPM decision making	Process identification and discovery	Process identification and discovery	Process knowledge	Responsiveness to process change	
Strategy and process capability linkage	BPM roles and responsibilities	Process analysis and redesign	Process analysis and redesign	BPM knowledge	Embedding of process values and beliefs	
Enterprise process architecture	Performance measurement system	Process implementation and execution	Process implementation and execution	BPM and process training	Adherence to process design	
Process performance measures	BPM standards, conventions and guidelines	Process monitoring	Process monitoring	Process collaboration & communication	Leadership attention to BPM	
Process customers and stakeholders	BPM quality controls	BPM project and program management	BPM project and program management	Propensity to lead BPM	BPM social networks	