

This is the author's version of a work that was published in the following source:

Schmiedel, T., vom Brocke, J., & Recker, J. (2013). How fit is your organizational culture for business process management? 360° - *The Business Transformation Journal*, 6(Jan 2013), 81

The final publication is available at

<https://www.bta-online.com/what-we-do/360-journal/previous-issues/journal-issue-6/>

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360°

issue no. 6
jan 2013

the business transformation journal



in collaboration with



University of Applied Sciences and Arts
Northwestern Switzerland

How Fit Is Your Organizational Culture for Business Process Management?

by Theresa Schmiedel, Jan vom Brocke and Jan Recker

While business transformations often primarily focus on technological and methodological solutions, there is consensus that having the right organizational culture is critical for the successful change of business processes. An important factor in managing transformations is the establishment of a culture that supports the realization of efficient and effective business processes (vom Brocke and Sinnl 2011).

We developed an assessment tool to measure the cultural fitness of organizations for Business Process Management (BPM) (Schmiedel et al. 2012). The tool is the result of a joint research program of the two BPM groups at the University of Liechtenstein and the Queensland University of Technology (see www.bpm-culture.org). The tool is based on several studies that we conducted over three years of research, involving BPM thought leaders and practitioners worldwide (e.g. Schmiedel et al. 2013).

Within only 15 minutes of effort, you will get an instant, individualized assessment report of your organizational culture regarding its fitness for BPM. The essence of the analysis is visualized by means of a spider diagram that illustrates the cultural fitness of an organization for BPM alongside four core dimensions (see fig. 1). Additionally, more detailed findings are provided in the personal results report.

The tool is based on the idea of benchmarking organizations, e.g. within industries or across countries. For this purpose, we work with the Business Transformation Academy in a global study to collect benchmarking information about organizational culture.

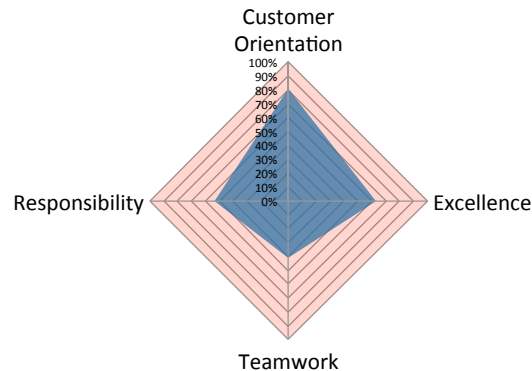


Fig. 1: Excerpt of an individual results report from the culture assessment tool

Use the culture assessment tool on:

www.cultural-fitness.org

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PUBLICATION DETAILS OF 360° – THE BUSINESS TRANSFORMATION JOURNAL

PUBLISHER

Business Transformation Academy (BTA)
c/o University of Applied Sciences and Arts Northwestern Switzerland (FHNW)
School of Business (HSW), Institute for Information Systems (IWI)
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The Business Transformation Academy (BTA) is a joint research project of the University of Applied Sciences and Arts Northwestern Switzerland (FHNW) and SAP AG. The BTA is a Swiss non-profit association. It is registered with the Commercial Register of the Canton of Basel-Stadt under the name “Business Transformation Academy” and under the number CH-270.6.000.679-0 (legal nature: association). Authorized representatives: Prof. Dr. Axel Uhl, Lars Alexander Gollenia, Prof. Dr. Rolf Dornberger, Nicolas Steib, Prof. Dr. Jan vom Brocke, Paul Stratil.

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Layout: Sibylle Frutiger

Published four times a year in electronic format.

EDITORIAL OFFICE

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