

## **Evaluating organisational capability for BPM project success: industry practitioners' point of view**

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### **Abstract**

Efficient business processes are essential for an organisation to achieve its objectives. The practice of monitoring, reviewing, and improving business processes is known as business process management (BPM). The ability of an organisation's BPM capabilities to be assessed is critical to any BPM program's success. BPM capability evaluation is a lengthy procedure that incorporates a variety of factors. Although there are several BPM capability elements in the literature, a limited number of research studies focus on the Sri Lankan BPM domain. This study proposes a model based on BPM capability measurements relevant to Sri Lanka. Applying qualitative data analysis technique, particularly deductive thematic analysis method, identified measurements are evaluated with BPM domain experts. Further empirical evaluations could be conducted to confirm the developed model's usefulness and appropriateness for the Sri Lankan BPM scenario.

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