

EXCERPT FROM THE MAY 31, 2012, FORRESTER WAVE™

The Forrester Wave™: BPM Training And Certification Programs, Q2 2012

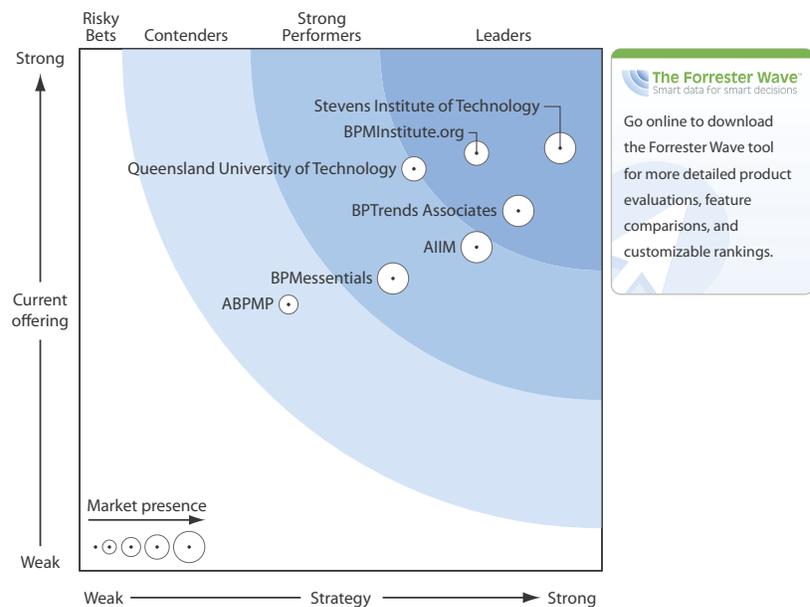
Stevens Institute of Technology, BPMInstitute.org, and BPTrends Associates Lead, Queensland University of Technology Close Behind

by [Clay Richardson](#) and [Claire Schooley](#)
with [Connie Moore](#), Kimberly Naton

WHY READ THIS REPORT

Lack of sufficient business process skills continues to dog progress and momentum for enterprisewide business process management (BPM) initiatives. And when business process professionals turn to the BPM training and certification market for skills development, they must sift through a wide range of training programs with competing BPM approaches, frameworks, and knowledge domains. In Forrester's 15-criteria evaluation of BPM training and certification program vendors, we found that Stevens Institute of Technology, BPMInstitute.org, and BPTrends Associates led the pack because of their broad and deep coverage of critical skills required for BPM success. We also found many strong performers — Queensland University of Technology (QUT), AIIM, and BPMessentials — that provide good coverage, but either lack breadth or depth or only focus on a specific geographic region. A newcomer, Association of BPM Professionals (ABPMP), rounded out our evaluation as a contender, with a strong BPM certification program and an eye to launching more comprehensive BPM training in the future.

Forrester Wave™: BPM Training And Certification Programs, Q2 2012



Source: Forrester Research, Inc.

Forrester Research, Inc. (Nasdaq: FORR) is an independent research company that provides pragmatic and forward-thinking advice to global leaders in business and technology. Forrester works with professionals in 19 key roles at major companies providing proprietary research, customer insight, consulting, events, and peer-to-peer executive programs. For more than 28 years, Forrester has been making IT, marketing, and technology industry leaders successful every day. For more information, visit www.forrester.com.