Please sele	What is the	What is the	For the foll	For the foll	For the foll	For the foll	For the foll	For the foll
Business Se	> 250 empl	< € 10 milli	Most Time	Most Time	Most Time	Most Time	Most Time	Frequently
Media and	50 - 250 en	< € 10 milli	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall
Manufactu	> 250 empl	10 - 50 € m	Always	Always	Always	Always	Always	Always
Manufactu	50 - 250 en	< € 10 milli	Always	Always	Always	Always	Always	Always
Computer a	> 250 empl	< € 10 milli	Always	Always	Always	Always	Always	Always
Computer a	> 250 empl	< € 10 milli	Always	Always	Always	Always	Always	Always
Business Se	> 250 empl	10 - 50 € m	Most Time	Most Time	Most Time	Frequently	Most Time	Most Time
Consumer S	> 250 empl	< € 10 milli	Always	Always	Always	Always	Always	Always
Financial se	< 50 emplo	10 - 50 € m	Always	Always	Always	Always	Always	Always
Health and	> 250 empl	< € 10 milli	Always	Always	Always	Always	Always	Always
Consumer S	50 - 250 en	10 - 50 € m	Most Time	Most Time	Most Time	Frequently	Most Time	Most Time
Business Se	> 250 empl	10 - 50 € m	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall
Computer a	< 50 emplo	10 - 50 € m	Always	Always	Always	Always	Always	Always
Computer a	< 50 emplo	< € 10 milli	Always	Always	Always	Always	Always	Always
Consumer S	< 50 emplo	> € 50 milli	Most Time	Most Time	Most Time	Most Time	Frequently	Occasionall
Education	> 250 empl	< € 10 milli	Most Time	Most Time	Most Time	Most Time	Most Time	Frequently
Retail	> 250 empl	10 - 50 € m	Always	Always	Always	Always	Always	Always
Consumer S	> 250 empl	> € 50 milli	Frequently	Frequently	Frequently	Occasionall	Never	Never
Software a	> 250 empl	10 - 50 € m	Most Time	Most Time	Most Time	Frequently	Most Time	Most Time
Consumer S	> 250 empl	10 - 50 € m	Always	Always	Always	Always	Always	Always
Computer a	< 50 emplo	10 - 50 € m	Most Time	Most Time	Most Time	Most Time	Most Time	Frequently
Financial se	> 250 empl	> € 50 milli	Frequently	Frequently	Frequently	Occasionall	Never	Never
Manufactu	50 - 250 en	< € 10 milli	Always	Always	Always	Always	Always	Always
Business Se	> 250 empl	> € 50 milli	Most Time	Most Time	Most Time	Most Time	Most Time	Frequently
Software a	> 250 empl	< € 10 milli	Frequently	Frequently	Frequently	Occasionall	Never	Never
Manufactu	> 250 empl	> € 50 milli	Always	Always	Always	Always	Always	Always
Financial se	> 250 empl	> € 50 milli	Most Time	Most Time	Frequently	Most Time	Frequently	Frequently
Consumer S	< 50 emplo	< € 10 milli	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall
Consumer S	> 250 empl	> € 50 milli	Most Time	Most Time	Most Time	Most Time	Most Time	Frequently
Manufactu	< 50 emplo	> € 50 milli	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall
Business Se	> 250 empl	> € 50 milli	Most Time	Most Time	Most Time	Most Time	Most Time	Frequently
Computer a	> 250 empl	10 - 50 € m	Always	Always	Always	Always	Always	Always
Business Se	> 250 empl	< € 10 milli	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall
Retail	< 50 emplo	10 - 50 € m	Most Time	Most Time	Most Time	Frequently	Most Time	Most Time
Manufactu	< 50 emplo	> € 50 milli	Frequently	Frequently	Frequently	Occasionall	Never	Never
Consumer S	< 50 emplo	> € 50 milli	Most Time	Most Time	Frequently	Frequently	Frequently	Frequently
Consumer S	> 250 empl	> € 50 milli	Always	Always	Always	Always	Always	Always
Manufactu	> 250 empl	10 - 50 € m	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall
Computer a	50 - 250 en	> € 50 milli	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall
Computer a	> 250 empl	> € 50 milli	Always	Always	Always	Always	Always	Always
Manufactu	> 250 empl	> € 50 milli	Most Time	Most Time	Most Time	Frequently	Most Time	Most Time
Financial se	> 250 empl	> € 50 milli	Always	Always	Always	Always	Always	Always
Consumer S	< 50 emplo	> € 50 milli	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall
Business Se	> 250 empl	< € 10 milli	Frequently	Frequently	Frequently	Occasionall	Never	Never
Consumer S	< 50 emplo	< € 10 milli	Most Time	Most Time	Most Time	Frequently	Most Time	Most Time
Computer a	> 250 empl	> € 50 milli	Always	Always	Always	Always	Always	Always
Financial se	> 250 empl	10 - 50 € m	Always	Always	Always	Always	Always	Always
Retail	> 250 empl	> € 50 milli	Always	Always	Always	Always	Always	Always
Business Se	> 250 empl	> € 50 milli	Always	Always	Always	Always	Always	Always

Financial se	> 250 empl	> € 50 milli	Always	Always	Always	Always	Always	Always
Manufactu	> 250 empl	> € 50 milli	Always	Always	Always	Always	Always	Always
Computer a	> 250 empl	10 - 50 € m	Always	Always	Always	Always	Always	Always
Business Se	> 250 empl	> € 50 milli	Always	Always	Always	Always	Always	Always
Manufactu	50 - 250 en	> € 50 milli	Most Time	Most Time	Most Time	Frequently	Most Time	Most Time
Retail	< 50 emplo	> € 50 milli	Most Time	Most Time	Most Time	Most Time	Most Time	Frequently
Business Se	50 - 250 en	> € 50 milli	Most Time	Most Time	Frequently	Frequently	Frequently	Frequently
Manufactu	50 - 250 en	< € 10 milli	Most Time	Most Time	Most Time	Most Time	Most Time	Frequently
Computer a	> 250 empl	10 - 50 € m	Most Time	Most Time	Most Time	Frequently	Most Time	Most Time
Financial se	> 250 empl	> € 50 milli	Always	Always	Always	Always	Always	Always
Financial se	> 250 empl	> € 50 milli	Most Time	Most Time	Most Time	Frequently	Most Time	Most Time
Computer a	50 - 250 en	< € 10 milli	Always	Always	Always	Always	Always	Always
Manufactu	< 50 emplo	10 - 50 € m	Always	Always	Always	Always	Always	Always
Consumer S	> 250 empl	> € 50 milli	Most Time	Most Time	Most Time	Frequently	Most Time	Most Time
Manufactu	> 250 empl	10 - 50 € m	Most Time	Most Time	Most Time	Most Time	Most Time	Frequently
Computer a	> 250 empl	< € 10 milli	Most Time	Most Time	Most Time	Frequently	Most Time	Most Time
Manufactu	50 - 250 en	> € 50 milli	Always	Always	Always	Always	Always	Most Time
Manufactu	< 50 emplo	10 - 50 € m	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall
Health and	> 250 empl	10 - 50 € m	Frequently	Frequently	Frequently	Occasionall	Never	Never
Business Se	50 - 250 en	> € 50 milli	Always	Always	Always	Always	Always	Always
Health and	> 250 empl	> € 50 milli	Always	Most Time	Most Time	Occasionall	Occasionall	Occasionall
Media and	> 250 empl	> € 50 milli	Most Time	Most Time	Most Time	Most Time	Most Time	Frequently
Computer a	> 250 empl	> € 50 milli	Always	Always	Frequently	Frequently	Frequently	Occasionall
Computer a	> 250 empl	> € 50 milli	Most Time	Most Time	Most Time	Most Time	Frequently	Frequently
Media and	50 - 250 en	> € 50 milli	Always	Always	Always	Always	Always	Always
Manufactu	50 - 250 en	< € 10 milli	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall
Business Se	> 250 empl	10 - 50 € m	Always	Always	Most Time	Most Time	Most Time	Most Time
Manufactu	> 250 empl	10 - 50 € m	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall
Consumer S	50 - 250 en	10 - 50 € m	Always	Always	Most Time	Always	Most Time	Most Time
Manufactu	50 - 250 en	> € 50 milli	Always	Always	Always	Most Time	Occasionall	Occasionall
Computer a	> 250 empl	10 - 50 € m	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall
Health and	50 - 250 en	< € 10 milli	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall
Manufactu	> 250 empl	> € 50 milli	Frequently	Frequently	Frequently	Frequently	Frequently	Occasionall
Manufactu	> 250 empl	> € 50 milli	Always	Always	Always	Always	Always	Always
Business Se	50 - 250 en	10 - 50 € m	Frequently	Frequently	Frequently	Occasionall	Never	Never
Computer a	> 250 empl	> € 50 milli	Always	Always	Always	Always	Always	Frequently
Health and	50 - 250 en	> € 50 milli	Most Time	Most Time	Most Time	Frequently	Most Time	Most Time
Computer a	> 250 empl	> € 50 milli	Always	Always	Always	Always	Always	Always
Manufactu	50 - 250 en	< € 10 milli	Always	Always	Always	Always	Always	Always
Business Se	> 250 empl	< € 10 milli	Always	Always	Always	Always	Always	Always
Computer a	> 250 empl	< € 10 milli	Most Time	Most Time	Most Time	Frequently	Most Time	Most Time
Media and	50 - 250 en	10 - 50 € m	Frequently	Frequently	Frequently	Frequently	Frequently	Occasionall
Manufactu	> 250 empl	> € 50 milli	Frequently	Frequently	Frequently	Occasionall	Never	Never
Manufactu	> 250 empl	10 - 50 € m	Always	Always	Always	Always	Always	Always
Manufactu	50 - 250 en	10 - 50 € m	Most Time	Most Time	Most Time	Most Time	Most Time	Frequently
Computer a	50 - 250 en	10 - 50 € m	Always	Always	Always	Always	Always	Always
Computer a	> 250 empl	> € 50 milli	Frequently	Frequently	Frequently	Occasionall	Never	Never
Computer a	> 250 empl	10 - 50 € m	Always	Always	Always	Always	Always	Always
Business Se	50 - 250 en	10 - 50 € m	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall	Occasionall

For the foll	For the foll	For the foll	Would you	To what ex	To what ex	To what ex	Would you	To what ex
Frequently	Frequently	Frequently		Strongly ag	Strongly ag	Strongly agree		Strongly ag
Occasionall	Occasionall	Never		Strongly ag	Slightly agr	Slightly agree		Strongly ag
Always	Always	Occasionally		Slightly dis	Slightly dis	Slightly disagree		Slightly dis
Always	Most Time	Most Times		Slightly agr	Neither agr	Neither agree or disag		Neither agr
Always	Always	Most Times		Neither agr	Slightly dis	Slightly disagree		Slightly agr
Always	Always	Occasionally		Neither agr	Neither agr	Neither agree or disag		Neither agr
Most Time	Most Time	Frequently		Slightly agr	Slightly agr	Neither agree or disag		Slightly agr
Always	Always	Occasionally		Strongly ag	Slightly dis	Neither agree or disag		Strongly ag
Always	Always	Most Times		Slightly agr	Slightly agr	Neither agree or disag		Strongly ag
Always	Most Time	Most Times		Neither agr	Neither agr	Slightly disagree		Strongly ag
Most Time	Most Time	Frequently		Neither agr	Neither agr	Neither agree or disag		Slightly agr
Occasionall	Occasionall	Never		Strongly ag	Strongly ag	Neither agree or disag		Strongly ag
Always	Always	Always		Strongly ag	Neither agr	Neither agree or disag		Strongly ag
Always	Always	Always		Strongly ag	Slightly agr	Neither agree or disag		Strongly ag
Frequently	Frequently	Frequently		Strongly ag	Neither agr	Neither agree or disag		Strongly ag
Frequently	Frequently	Frequently		Strongly ag	Strongly ag	Strongly agree		Strongly ag
Always	Always	Occasionally		Strongly ag	Neither agr	Slightly agree		Strongly ag
Never	Never	Never		Strongly ag	Neither agr	Neither agree or disag		Neither agr
Most Time	Most Time	Frequently		Strongly ag	Neither agr	Neither agree or disag		Slightly agr
Always	Always	Most Times		Slightly agr	Neither agr	Slightly disagree		Neither agr
Frequently	Frequently	Frequently		Strongly ag	Strongly ag	Strongly agree		Strongly ag
Never	Never	Never		Strongly ag	Strongly ag	Neither agree or disag		Neither agr
Always	Always	Always		Slightly dis	Slightly dis	Slightly disagree		Slightly agr
Frequently	Frequently	Frequently		Strongly ag	Strongly ag	Neither agree or disag		Neither agr
Never	Never	Never		Strongly ag	Strongly ag	Neither agree or disag		Strongly ag
Always	Always	Always		Slightly dis	Slightly dis	Slightly disagree		Neither agr
Occasionall	Occasionall	Never		Slightly agr	Neither agr	Neither agree or disag		Strongly ag
Occasionall	Occasionall	Never		Strongly ag	Slightly agr	Slightly agree		Strongly ag
Frequently	Frequently	Frequently		Strongly ag	Strongly ag	Strongly agree		Strongly ag
Occasionall	Occasionall	Never		Strongly ag	Strongly ag	Strongly agree		Strongly ag
Frequently	Frequently	Frequently		Strongly ag	Strongly ag	Strongly agree		Strongly ag
Always	Always	Occasionally		Slightly agr	Neither agr	Neither agree or disag		Slightly agr
Occasionall	Occasionall	Never		Slightly agr	Slightly agr	Neither agree or disag		Neither agr
Most Time	Most Time	Frequently		Strongly ag	Strongly ag	Neither agree or disag		Strongly ag
Never	Never	Never		Slightly agr	Neither agr	Neither agree or disag		Slightly agr
Occasionall	Occasionall	Occasionally		Slightly agr	Neither agr	Neither agree or disag		Strongly ag
Always	Always	Occasionally		Neither agr	Neither agr	Neither agree or disag		Slightly agr
Occasionall	Occasionall	Never		Neither agr	Neither agr	Slightly disagree		Neither agr
Occasionall	Occasionall	Never		Slightly agr	Neither agr	Neither agree or disag		Slightly agr
Always	Always	Occasionally		Strongly ag	Slightly agr	Slightly agree		Slightly agr
Most Time	Most Time	Frequently		Slightly agr	Slightly agr	Neither agree or disag		Slightly agr
Always	Most Time	Most Times		Strongly ag	Neither agr	Neither agree or disag		Strongly ag
Occasionall	Occasionall	Never		Slightly agr	Slightly agr	Strongly agree		Strongly ag
Never	Never	Never		Strongly ag	Slightly agr	Strongly agree		Strongly ag
Most Time	Most Time	Frequently		Slightly agr	Slightly agr	Neither agree or disag		Strongly ag
Always	Always	Occasionally		Slightly agr	Neither agr	Neither agree or disag		Slightly agr
Always	Always	Most Times		Neither agr	Neither agr	Neither agree or disag		Slightly agr
Always	Most Time	Most Times		Slightly agr	Neither agr	Neither agree or disag		Strongly ag
Always	Always	Occasionally		Slightly agr	Neither agr	Neither agree or disag		Slightly agr

Always	Most Time	Most Times	Slightly agr	Neither agr	Neither agree or disag	Strongly ag
Always	Always	Most Times	Slightly agr	Neither agr	Neither agree or disag	Slightly agr
Always	Always	Occasionally	Slightly agr	Slightly agr	Neither agree or disag	Slightly agr
Always	Always	Occasionally	Neither agr	Neither agr	Slightly disagree	Neither agr
Most Time	Most Time	Frequently	Slightly agr	Slightly agr	Neither agree or disag	Slightly agr
Frequently	Frequently	Frequently	Strongly ag	Strongly ag	Strongly agree	Strongly ag
Frequently	Occasionall	Frequently	Strongly ag	Neither agr	Neither agree or disag	Slightly agr
Frequently	Frequently	Frequently	Strongly ag	Strongly ag	Strongly agree	Neither agr
Most Time	Most Time	Frequently	Strongly ag	Neither agr	Neither agree or disag	Strongly ag
Always	Most Time	Most Times	Slightly agr	Slightly agr	Neither agree or disag	Slightly agr
Most Time	Frequently	Frequently	Strongly ag	Neither agr	Neither agree or disag	Slightly agr
Always	Always	Occasionally	Neither agr	Neither agr	Neither agree or disag	Slightly dis
Always	Always	Occasionally	Strongly ag	Neither agr	Neither agree or disag	Strongly ag
Most Time	Most Time	Frequently	Strongly ag	Strongly ag	Slightly agree	Slightly agr
Frequently	Frequently	Frequently	Strongly ag	Slightly agr	Slightly agree	Neither agr
Most Time	Most Time	Frequently	Slightly agr	Slightly agr	Neither agree or disag	Slightly agr
Most Time	Occasionall	Never	Strongly ag	Slightly agr	Slightly agree	Slightly agr
Occasionall	Occasionall	Never	Slightly agr	Slightly agr	Strongly agree	Strongly ag
Never	Never	Never	Slightly agr	Slightly agr	Strongly agree	Slightly agr
Always	Always	Most Times	Slightly agr	Neither agr	Neither agree or disag	Slightly agr
Occasionall	Occasionall	Occasionally	Slightly agr	Neither agr	Slightly disagree	Neither agr
Frequently	Frequently	Frequently	Slightly agr	Neither agr	Neither agree or disag	Neither agr
Occasionall	Occasionall	Occasionally	Neither agr	Neither agr	Neither agree or disag	Strongly ag
Frequently	Frequently	Frequently	Slightly agr	Slightly agr	Neither agree or disag	Neither agr
Always	Always	Always	Neither agr	Slightly dis	Slightly disagree	Neither agr
Occasionall	Occasionall	Occasionally	Neither agr	Slightly agr	Neither agree or disag	Neither agr
Occasionall	Occasionall	Occasionally	Strongly ag	Slightly agr	Slightly agree	Slightly dis
Occasionall	Occasionall	Never	Strongly ag	Slightly agr	Slightly agree	Slightly agr
Most Time	Most Time	Occasionally	Strongly ag	Slightly agr	Slightly agree	Slightly agr
Occasionall	Occasionall	Occasionally	Strongly ag	Strongly ag	Slightly agree	Slightly agr
Occasionall	Occasionall	Never	Strongly ag	Slightly agr	Slightly agree	Slightly agr
Occasionall	Occasionall	Never	Slightly agr	Neither agr	Neither agree or disag	Neither agr
Occasionall	Occasionall	Occasionally	Neither agr	Slightly dis	Neither agree or disag	Neither agr
Always	Most Time	Most Times	Strongly ag	Neither agr	Neither agree or disag	Slightly agr
Never	Never	Never	Slightly agr	Strongly ag	Strongly agree	Slightly dis
Occasionall	Occasionall	Occasionally	Strongly ag	Neither agr	Neither agree or disag	Neither agr
Most Time	Most Time	Frequently	Slightly dis	Slightly dis	Neither agree or disag	Neither agr
Always	Always	Occasionally	Slightly dis	Neither agr	Slightly disagree	Neither agr
Always	Always	Occasionally	Slightly agr	Slightly dis	Slightly disagree	Slightly dis
Always	Always	Most Times	Slightly dis	Slightly dis	Neither agree or disag	Slightly agr
Most Time	Most Time	Frequently	Slightly agr	Neither agr	Neither agree or disag	Slightly agr
Occasionall	Occasionall	Never	Neither agr	Slightly dis	Slightly disagree	Slightly agr
Never	Never	Never	Strongly ag	Slightly agr	Slightly agree	Slightly agr
Always	Always	Most Times	Neither agr	Neither agr	Neither agree or disag	Neither agr
Frequently	Frequently	Frequently	Slightly agr	Slightly agr	Strongly agree	Strongly ag
Always	Always	Occasionally	Neither agr	Neither agr	Slightly disagree	Neither agr
Never	Never	Never	Strongly ag	Slightly agr	Slightly agree	Strongly ag
Always	Most Time	Most Times	Slightly dis	Slightly dis	Slightly disagree	Slightly dis
Occasionall	Occasionall	Never	Slightly agr	Neither agr	Neither agree or disag	Neither agr

To what ex	To what extent do you	Would you	To what ex	To what ex	To what ex	Would you	To what ex
Slightly agr	Strongly agree		Strongly ag	Strongly ag	Strongly agree		Slightly agr
Neither agr	Neither agree or disagree		Slightly agr	Slightly agr	Slightly agree		Neither agr
Neither agr	Slightly disagree		Slightly dis	Neither agr	Slightly disagree		Slightly dis
Neither agr	Neither agree or disagree		Neither agr	Neither agr	Neither agree or disag		Neither agr
Neither agr	Neither agree or disagree		Neither agr	Neither agr	Neither agree or disag		Slightly dis
Neither agr	Neither agree or disagree		Neither agr	Slightly agr	Neither agree or disag		Slightly agr
Slightly agr	Neither agree or disagree		Slightly agr	Slightly agr	Slightly agree		Strongly ag
Slightly agr	Slightly agree		Slightly agr	Neither agr	Neither agree or disag		Neither agr
Neither agr	Neither agree or disagree		Slightly agr	Slightly agr	Strongly agree		Slightly agr
Neither agr	Neither agree or disagree		Slightly agr	Strongly ag	Neither agree or disag		Strongly ag
Neither agr	Neither agree or disagree		Neither agr	Neither agr	Neither agree or disag		Strongly ag
Slightly agr	Slightly agree		Neither agr	Neither agr	Slightly agree		Slightly agr
Slightly agr	Strongly agree		Slightly agr	Strongly ag	Strongly agree		Strongly ag
Strongly ag	Strongly agree		Strongly ag	Strongly ag	Strongly agree		Slightly agr
Neither agr	Neither agree or disagree		Strongly ag	Slightly agr	Slightly agree		Slightly agr
Strongly ag	Strongly agree		Strongly ag	Strongly ag	Strongly agree		Strongly ag
Strongly ag	Slightly disagree		Neither agr	Strongly ag	Slightly agree		Strongly ag
Neither agr	Neither agree or disagree		Neither agr	Neither agr	Neither agree or disag		Slightly agr
Slightly agr	Neither agree or disagree		Neither agr	Neither agr	Slightly agree		Slightly agr
Slightly agr	Slightly agree		Slightly agr	Neither agr	Neither agree or disag		Slightly agr
Slightly agr	Strongly agree		Strongly ag	Strongly ag	Strongly agree		Strongly ag
Neither agr	Slightly agree		Slightly dis	Slightly dis	Neither agree or disag		Slightly agr
Slightly agr	Slightly disagree		Neither agr	Neither agr	Neither agree or disag		Slightly agr
Neither agr	Neither agree or disagree		Slightly dis	Neither agr	Slightly agree		Slightly agr
Neither agr	Slightly disagree		Slightly agr	Slightly agr	Slightly disagree		Slightly dis
Neither agr	Neither agree or disagree		Slightly dis	Neither agr	Slightly disagree		Neither agr
Strongly ag	Neither agree or disagree		Neither agr	Neither agr	Slightly agree		Slightly agr
Strongly ag	Neither agree or disagree		Slightly agr	Slightly agr	Slightly agree		Strongly ag
Strongly ag	Slightly agree		Strongly ag	Slightly agr	Slightly agree		Strongly ag
Neither agr	Neither agree or disagree		Strongly ag	Strongly ag	Strongly agree		Slightly agr
Neither agr	Neither agree or disagree		Strongly ag	Strongly ag	Strongly agree		Slightly agr
Neither agr	Slightly agree		Slightly agr	Strongly ag	Neither agree or disag		Slightly agr
Slightly agr	Neither agree or disagree		Slightly agr	Neither agr	Neither agree or disag		Slightly agr
Slightly agr	Slightly agree		Slightly agr	Neither agr	Neither agree or disag		Slightly agr
Neither agr	Neither agree or disagree		Neither agr	Neither agr	Neither agree or disag		Slightly dis
Slightly dis	Slightly agree		Slightly agr	Neither agr	Neither agree or disag		Neither agr
Neither agr	Neither agree or disagree		Neither agr	Neither agr	Slightly disagree		Neither agr
Neither agr	Neither agree or disagree		Slightly dis	Neither agr	Neither agree or disag		Slightly agr
Neither agr	Slightly disagree		Slightly agr	Slightly agr	Slightly disagree		Slightly dis
Neither agr	Neither agree or disagree		Slightly agr	Strongly ag	Neither agree or disag		Slightly agr
Neither agr	Slightly agree		Slightly agr	Neither agr	Neither agree or disag		Strongly ag
Strongly ag	Neither agree or disagree		Neither agr	Strongly ag	Strongly agree		Slightly agr
Strongly ag	Neither agree or disagree		Neither agr	Strongly ag	Strongly agree		Slightly agr
Strongly ag	Neither agree or disagree		Neither agr	Strongly ag	Strongly agree		Neither agr
Strongly ag	Slightly agree		Neither agr	Strongly ag	Strongly agree		Strongly ag
Strongly ag	Neither agree or disagree		Slightly agr	Slightly agr	Slightly agree		Neither agr
Slightly agr	Neither agree or disagree		Neither agr	Slightly agr	Slightly agree		Slightly agr
Strongly ag	Neither agree or disagree		Neither agr	Slightly agr	Strongly agree		Slightly agr
Slightly agr	Neither agree or disagree		Neither agr	Slightly agr	Slightly agree		Slightly agr

Strongly ag	Neither agree or disagree	Slightly agr	Slightly agr	Slightly agree	Slightly agr
Neither agr	Slightly agree	Slightly agr	Slightly agr	Slightly agree	Strongly ag
Slightly agr	Neither agree or disagree	Strongly ag	Neither agr	Slightly agree	Strongly ag
Neither agr	Neither agree or disagree	Neither agr	Neither agr	Neither agree or disag	Slightly agr
Slightly agr	Slightly disagree	Slightly agr	Slightly agr	Strongly agree	Neither agr
Slightly agr	Slightly agree	Strongly ag	Strongly ag	Strongly agree	Strongly ag
Slightly agr	Slightly disagree	Slightly agr	Slightly agr	Slightly agree	Strongly ag
Slightly agr	Slightly agree	Strongly ag	Slightly agr	Slightly agree	Slightly agr
Slightly agr	Slightly agree	Neither agr	Neither agr	Strongly agree	Slightly agr
Strongly ag	Slightly agree	Slightly agr	Strongly ag	Strongly agree	Slightly agr
Strongly ag	Slightly agree	Slightly agr	Neither agr	Neither agree or disag	Slightly agr
Slightly agr	Strongly agree	Slightly agr	Slightly agr	Neither agree or disag	Slightly agr
Slightly agr	Slightly agree	Slightly agr	Strongly ag	Slightly agree	Slightly agr
Strongly ag	Strongly agree	Strongly ag	Strongly ag	Slightly disagree	Slightly agr
Slightly agr	Neither agree or disagree	Slightly agr	Slightly agr	Slightly agree	Slightly agr
Slightly agr	Neither agree or disagree	Slightly agr	Slightly agr	Slightly agree	Slightly agr
Strongly ag	Slightly agree	Strongly ag	Slightly agr	Slightly agree	Strongly ag
Slightly agr	Slightly agree	Strongly ag	Strongly ag	Strongly agree	Slightly agr
Slightly agr	Slightly disagree	Strongly ag	Strongly ag	Strongly agree	Slightly agr
Neither agr	Neither agree or disagree	Neither agr	Neither agr	Slightly agree	Slightly agr
Slightly agr	Neither agree or disagree	Neither agr	Slightly dis	Slightly disagree	Slightly agr
Slightly agr	Neither agree or disagree	Neither agr	Slightly agr	Neither agree or disag	Slightly agr
Slightly agr	Slightly agree	Strongly ag	Neither agr	Neither agree or disag	Slightly agr
Slightly agr	Slightly agree	Strongly ag	Slightly agr	Slightly agree	Slightly agr
Slightly agr	Neither agree or disagree	Strongly ag	Strongly ag	Slightly agree	Slightly agr
Slightly agr	Neither agree or disagree	Neither agr	Neither agr	Neither agree or disag	Slightly agr
Slightly agr	Slightly agree	Slightly agr	Slightly agr	Slightly agree	Slightly agr
Strongly ag	Slightly agree	Strongly ag	Strongly ag	Slightly agree	Slightly agr
Strongly ag	Slightly agree	Slightly agr	Strongly ag	Slightly agree	Strongly ag
Slightly agr	Slightly disagree	Strongly ag	Strongly ag	Strongly agree	Neither agr
Slightly agr	Neither agree or disagree	Strongly ag	Slightly agr	Slightly agree	Neither agr
Slightly dis	Slightly disagree	Neither agr	Neither agr	Neither agree or disag	Neither agr
Slightly agr	Slightly disagree	Slightly agr	Neither agr	Neither agree or disag	Slightly dis
Strongly ag	Slightly agree	Slightly agr	Strongly ag	Slightly agree	Neither agr
Slightly agr	Strongly agree	Strongly ag	Slightly agr	Slightly agree	Slightly agr
Slightly agr	Slightly agree	Strongly ag	Strongly ag	Neither agree or disag	Strongly ag
Slightly dis	Slightly disagree	Slightly dis	Neither agr	Slightly disagree	Neither agr
Slightly dis	Neither agree or disagree	Neither agr	Neither agr	Slightly disagree	Neither agr
Slightly dis	Slightly disagree	Slightly dis	Slightly dis	Slightly disagree	Neither agr
Slightly agr	Neither agree or disagree	Slightly dis	Slightly dis	Slightly disagree	Neither agr
Slightly agr	Neither agree or disagree	Neither agr	Strongly di	Slightly disagree	Neither agr
Neither agr	Slightly disagree	Slightly agr	Neither agr	Neither agree or disag	Slightly dis
Neither agr	Slightly agree	Strongly ag	Slightly agr	Slightly agree	Slightly agr
Slightly agr	Neither agree or disagree	Slightly agr	Slightly dis	Slightly agree	Slightly agr
Slightly agr	Slightly agree	Slightly agr	Slightly agr	Slightly agree	Slightly agr
Neither agr	Slightly disagree	Neither agr	Neither agr	Neither agree or disag	Slightly dis
Slightly agr	Slightly agree	Strongly ag	Slightly agr	Neither agree or disag	Slightly agr
Slightly dis	Slightly disagree	Neither agr	Strongly di	Neither agree or disag	Neither agr
Slightly dis	Neither agree or disagree	Slightly agr	Neither agr	Neither agree or disag	Slightly agr

To what ex	To what ex	Would you like to add	To what ex	To what ex	To what ex	To what ex	To what ex
Strongly ag	Strongly agree		Strongly ag	Strongly ag	Strongly ag	Strongly ag	Strongly ag
Neither agr	Slightly agree		Neither agr	Strongly ag	Slightly agr	Slightly agr	Strongly ag
Slightly dis	Strongly disagree		Neither agr	Neither agr	Slightly dis	Slightly dis	Slightly dis
Neither agr	Neither agree or disagree		Slightly agr	Neither agr	Slightly agr	Slightly agr	Strongly ag
Neither agr	Neither agree or disagree		Slightly agr	Neither agr	Neither agr	Neither agr	Neither agr
Slightly agr	Neither agree or disagree		Slightly agr	Slightly agr	Neither agr	Neither agr	Neither agr
Slightly agr	Slightly agree		Slightly agr	Slightly agr	Slightly agr	Slightly agr	Neither agr
Neither agr	Neither agree or disagree		Neither agr	Slightly agr	Slightly agr	Slightly agr	Slightly agr
Slightly agr	Slightly agree		Slightly agr	Strongly ag	Strongly ag	Strongly ag	Slightly agr
Slightly agr	Neither agree or disagree		Slightly agr	Neither agr	Neither agr	Slightly agr	Neither agr
Slightly agr	Neither agree or disagree		Slightly agr	Neither agr	Neither agr	Neither agr	Neither agr
Strongly ag	Slightly agree		Strongly ag	Strongly ag	Slightly agr	Neither agr	Slightly agr
Strongly ag	Slightly agree		Strongly ag	Strongly ag	Strongly ag	Strongly ag	Slightly agr
Neither agr	Slightly agree		Strongly ag	Strongly ag	Strongly ag	Strongly ag	Strongly ag
Neither agr	Slightly agree		Strongly ag	Slightly agr	Strongly ag	Neither agr	Slightly agr
Strongly ag	Slightly agree		Strongly ag	Strongly ag	Strongly ag	Strongly ag	Strongly ag
Strongly ag	Slightly agree		Strongly ag	Strongly ag	Slightly agr	Slightly agr	Slightly agr
Slightly agr	Neither agree or disagree		Strongly ag	Slightly agr	Neither agr	Slightly dis	Strongly dis
Neither agr	Neither agree or disagree		Strongly ag	Strongly ag	Slightly agr	Neither agr	Slightly dis
Strongly ag	Neither agree or disagree		Slightly agr	Slightly agr	Slightly agr	Slightly agr	Neither agr
Strongly ag	Slightly agree		Strongly ag	Strongly ag	Strongly ag	Strongly ag	Strongly ag
Slightly agr	Strongly disagree		Slightly agr	Slightly agr	Neither agr	Slightly dis	Slightly dis
Slightly agr	Neither agree or disagree		Slightly agr	Slightly agr	Neither agr	Neither agr	Slightly dis
Slightly agr	Neither agree or disagree		Strongly ag	Strongly ag	Slightly agr	Slightly agr	Slightly agr
Slightly dis	Slightly disagree		Strongly ag	Slightly agr	Strongly ag	Neither agr	Strongly dis
Neither agr	Slightly disagree		Slightly agr	Slightly agr	Neither agr	Neither agr	Slightly dis
Slightly agr	Neither agree or disagree		Strongly ag	Strongly ag	Strongly ag	Slightly dis	Strongly dis
Slightly agr	Slightly agree		Strongly ag	Strongly ag	Strongly ag	Slightly agr	Slightly dis
Strongly ag	Strongly agree		Strongly ag	Strongly ag	Strongly ag	Strongly ag	Strongly ag
Strongly ag	Strongly agree		Strongly ag	Strongly ag	Strongly ag	Strongly ag	Slightly agr
Strongly ag	Strongly agree		Strongly ag	Strongly ag	Strongly ag	Strongly ag	Strongly ag
Slightly agr	Slightly disagree		Strongly ag	Slightly agr	Slightly agr	Neither agr	Neither agr
Strongly ag	Neither agree or disagree		Strongly ag	Slightly agr	Strongly ag	Slightly dis	Slightly dis
Strongly ag	Slightly agree		Strongly ag	Strongly ag	Strongly ag	Slightly agr	Slightly agr
Neither agr	Neither agree or disagree		Slightly agr	Slightly agr	Strongly ag	Strongly dis	Strongly dis
Neither agr	Neither agree or disagree		Slightly agr	Slightly agr	Slightly agr	Neither agr	Neither agr
Neither agr	Slightly disagree		Slightly agr	Slightly agr	Slightly agr	Neither agr	Slightly dis
Slightly agr	Strongly disagree		Slightly agr	Slightly agr	Slightly dis	Slightly dis	Strongly dis
Slightly dis	Neither agree or disagree		Slightly agr	Slightly dis	Slightly dis	Slightly agr	Slightly agr
Slightly agr	Strongly agree		Strongly ag	Strongly ag	Strongly ag	Strongly ag	Slightly agr
Slightly agr	Neither agree or disagree		Strongly ag	Strongly ag	Neither agr	Neither agr	Neither agr
Slightly agr	Slightly agree		Slightly agr	Strongly ag	Slightly agr	Strongly ag	Slightly agr
Slightly agr	Slightly agree		Slightly agr	Strongly ag	Slightly agr	Strongly ag	Neither agr
Neither agr	Slightly agree		Strongly ag	Strongly ag	Strongly ag	Slightly agr	Neither agr
Strongly ag	Strongly agree		Strongly ag	Strongly ag	Neither agr	Slightly agr	Slightly dis
Neither agr	Neither agree or disagree		Strongly ag	Strongly ag	Neither agr	Neither agr	Neither agr
Slightly agr	Neither agree or disagree		Strongly ag	Strongly ag	Slightly agr	Neither agr	Slightly dis
Slightly agr	Slightly agree		Strongly ag	Strongly ag	Slightly agr	Neither agr	Neither agr
Slightly agr	Neither agree or disagree		Strongly ag	Slightly agr	Neither agr	Slightly agr	Neither agr

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Strongly ag	Slightly agree	Strongly ag	Strongly ag	Strongly ag	Slightly agr	Slightly dis
Slightly agr	Slightly agree	Strongly ag	Slightly agr	Slightly agr	Slightly agr	Slightly agr
Slightly agr	Slightly disagree	Slightly agr	Slightly agr	Neither agr	Slightly dis	Neither agr
Neither agr	Neither agree or disagree	Strongly ag	Slightly agr	Slightly agr	Slightly agr	Slightly dis
Strongly ag	Neither agree or disagree	Strongly ag	Strongly ag	Strongly ag	Strongly ag	Strongly ag
Strongly ag	Slightly agree	Strongly ag	Strongly ag	Strongly ag	Slightly dis	Slightly agr
Strongly ag	Strongly agree	Strongly ag	Strongly ag	Strongly ag	Strongly ag	Strongly ag
Strongly ag	Slightly disagree	Strongly ag	Strongly ag	Slightly agr	Neither agr	Slightly dis
Strongly ag	Strongly agree	Strongly ag	Strongly ag	Slightly agr	Slightly agr	Slightly agr
Strongly ag	Neither agree or disagree	Strongly ag	Strongly ag	Slightly agr	Slightly agr	Slightly dis
Slightly agr	Strongly agree	Strongly ag	Strongly ag	Neither agr	Slightly dis	Slightly dis
Slightly agr	Slightly agree	Strongly ag	Strongly ag	Strongly ag	Slightly dis	Slightly agr
Neither agr	Strongly agree	Strongly ag	Strongly ag	Slightly agr	Strongly ag	Strongly ag
Slightly agr	Slightly agree	Strongly ag	Strongly ag	Strongly ag	Slightly agr	Neither agr
Slightly agr	Neither agree or disagree	Slightly agr	Strongly ag	Strongly ag	Slightly dis	Neither agr
Slightly agr	Slightly agree	Strongly ag	Strongly ag	Strongly ag	Slightly agr	Slightly agr
Slightly agr	Strongly agree	Strongly ag	Slightly agr	Slightly agr	Slightly agr	Slightly agr
Slightly dis	Slightly agree	Strongly ag	Slightly agr	Strongly ag	Neither agr	Neither agr
Neither agr	Neither agree or disagree	Slightly agr	Strongly ag	Slightly agr	Slightly agr	Slightly agr
Slightly agr	Neither agree or disagree	Slightly agr	Slightly agr	Strongly ag	Slightly dis	Neither agr
Neither agr	Neither agree or disagree	Strongly ag	Strongly ag	Strongly ag	Strongly dis	Strongly dis
Neither agr	Neither agree or disagree	Strongly ag	Neither agr	Neither agr	Neither agr	Slightly dis
Neither agr	Slightly agree	Strongly ag	Strongly ag	Strongly ag	Slightly agr	Slightly dis
Neither agr	Neither agree or disagree	Strongly ag	Slightly agr	Slightly agr	Slightly agr	Slightly dis
Neither agr	Slightly disagree	Neither agr	Slightly agr	Slightly agr	Slightly dis	Slightly dis
Neither agr	Slightly agree	Slightly agr	Slightly agr	Slightly agr	Slightly agr	Slightly agr
Neither agr	Slightly agree	Strongly ag	Slightly agr	Slightly agr	Slightly agr	Slightly agr
Strongly ag	Strongly agree	Strongly ag	Strongly ag	Strongly ag	Strongly ag	Neither agr
Slightly agr	Neither agree or disagree	Strongly ag	Strongly ag	Strongly ag	Slightly agr	Slightly agr
Neither agr	Slightly agree	Strongly ag	Slightly agr	Slightly agr	Slightly agr	Slightly agr
Slightly agr	Neither agree or disagree	Slightly agr	Slightly agr	Slightly agr	Slightly dis	Slightly dis
Neither agr	Neither agree or disagree	Slightly agr	Slightly agr	Slightly agr	Neither agr	Slightly dis
Slightly agr	Slightly agree	Slightly agr	Strongly ag	Strongly ag	Slightly agr	Slightly agr
Slightly agr	Strongly agree	Strongly ag	Slightly agr	Slightly agr	Neither agr	Slightly dis
Slightly agr	Slightly agree	Strongly ag	Slightly agr	Slightly agr	Slightly agr	Slightly agr
Slightly agr	Slightly disagree	Neither agr	Neither agr	Neither agr	Slightly dis	Slightly dis
Slightly agr	Slightly disagree	Neither agr	Neither agr	Neither agr	Slightly agr	Strongly dis
Slightly agr	Slightly disagree	Slightly agr	Neither agr	Neither agr	Neither agr	Neither agr
Slightly agr	Strongly disagree	Slightly agr	Slightly agr	Neither agr	Neither agr	Slightly dis
Slightly agr	Neither agree or disagree	Strongly ag	Slightly agr	Slightly agr	Slightly agr	Strongly dis
Neither agr	Slightly disagree	Strongly ag	Slightly agr	Neither agr	Neither agr	Slightly dis
Slightly agr	Slightly agree	Slightly agr	Strongly ag	Strongly ag	Neither agr	Neither agr
Strongly ag	Strongly agree	Strongly ag	Slightly agr	Slightly agr	Neither agr	Neither agr
Slightly agr	Slightly agree	Strongly ag	Strongly ag	Strongly ag	Slightly agr	Neither agr
Neither agr	Neither agree or disagree	Slightly agr	Neither agr	Neither agr	Neither agr	Neither agr
Slightly agr	Slightly agree	Strongly ag	Strongly ag	Slightly agr	Neither agr	Neither agr
Neither agr	Slightly disagree	Neither agr	Neither agr	Slightly dis	Slightly dis	Neither agr
Slightly agr	Slightly disagree	Strongly ag	Neither agr	Neither agr	Neither agr	Slightly dis

Would you like to add something?
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Maturity

Business processe	Similar acti	Process mo	Skills need	Performan	Organizatio	Process ma	Process ma
4	4	4	4	4	3	3	3
2	2	2	2	2	2	2	2
5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	4
5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5
4	4	4	3	4	4	4	4
5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	4
4	4	4	3	4	4	4	4
2	2	2	2	2	2	2	2
5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5
4	4	4	4	3	2	3	3
4	4	4	4	4	3	3	3
5	5	5	5	5	5	5	5
3	3	3	2	1	1	1	1
4	4	4	3	4	4	4	4
5	5	5	5	5	5	5	5
4	4	4	4	4	3	3	3
3	3	3	2	1	1	1	1
5	5	5	5	5	5	5	5
4	4	4	4	4	3	3	3
3	3	3	2	1	1	1	1
5	5	5	5	5	5	5	5
4	4	3	4	3	3	2	2
2	2	2	2	2	2	2	2
4	4	4	4	4	3	3	3
2	2	2	2	2	2	2	2
4	4	4	4	4	3	3	3
5	5	5	5	5	5	5	5
2	2	2	2	2	2	2	2
4	4	4	3	4	4	4	4
3	3	3	2	1	1	1	1
4	4	3	3	3	3	2	2
5	5	5	5	5	5	5	5
2	2	2	2	2	2	2	2
2	2	2	2	2	2	2	2
5	5	5	5	5	5	5	5
4	4	4	3	4	4	4	4
5	5	5	5	5	5	5	4
2	2	2	2	2	2	2	2
3	3	3	2	1	1	1	1
4	4	4	3	4	4	4	4
5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	4

5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	4
5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5
4	4	4	3	4	4	4	4
4	4	4	4	4	3	3	3
4	4	3	3	3	3	3	2
4	4	4	4	4	3	3	3
4	4	4	3	4	4	4	4
5	5	5	5	5	5	5	4
4	4	4	3	4	4	4	3
5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5
4	4	4	3	4	4	4	4
4	4	4	4	4	3	3	3
4	4	4	3	4	4	4	4
5	5	5	5	5	4	4	2
2	2	2	2	2	2	2	2
3	3	3	2	1	1	1	1
5	5	5	5	5	5	5	5
5	4	4	2	2	2	2	2
4	4	4	4	4	3	3	3
5	5	3	3	3	2	2	2
4	4	4	4	3	3	3	3
5	5	5	5	5	5	5	5
2	2	2	2	2	2	2	2
5	5	4	4	4	4	2	2
2	2	2	2	2	2	2	2
5	5	4	5	4	4	4	4
5	5	5	4	2	2	2	2
2	2	2	2	2	2	2	2
2	2	2	2	2	2	2	2
3	3	3	3	3	2	2	2
5	5	5	5	5	5	5	4
3	3	3	2	1	1	1	1
5	5	5	5	5	3	2	2
4	4	4	3	4	4	4	4
5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5
5	5	5	5	5	5	5	5
4	4	4	3	4	4	4	4
3	3	3	3	3	2	2	2
3	3	3	2	1	1	1	1
5	5	5	5	5	5	5	5
4	4	4	4	4	3	3	3
5	5	5	5	5	5	5	5
3	3	3	2	1	1	1	1
5	5	5	5	5	5	5	4
2	2	2	2	2	2	2	2

Organizati	Mean	Automation				
3	3.56	BPM helpe	Due to BPM	BPM allow	Mean	BPM softw
1	1.89	5	5	5	5.00	5
2	4.67	5	4	4	4.33	5
4	4.78	2	2	2	2.00	2
4	4.89	4	3	3	3.33	3
2	4.67	3	2	2	2.33	4
3	3.78	3	3	3	3.00	3
2	4.67	4	4	3	3.67	4
4	4.89	5	2	3	3.33	5
4	4.78	4	4	3	3.67	5
3	3.78	3	3	2	2.67	5
1	1.89	3	3	3	3.00	4
5	5.00	5	5	3	4.33	5
5	5.00	5	3	3	3.67	5
3	3.33	5	4	3	4.00	5
3	3.56	5	3	3	3.67	5
2	4.67	5	5	5	5.00	5
1	1.78	5	3	4	4.00	5
3	3.78	5	3	3	3.67	3
4	4.89	5	3	3	3.67	4
3	3.56	4	3	2	3.00	3
1	1.78	5	5	5	5.00	5
5	5.00	5	5	3	4.33	3
3	3.56	2	2	2	2.00	4
1	1.78	5	5	3	4.33	3
5	5.00	5	5	3	4.33	5
1	2.89	2	2	2	2.00	3
1	1.89	4	3	3	3.33	5
3	3.56	5	4	4	4.33	5
1	1.89	5	5	5	5.00	5
3	3.56	5	5	5	5.00	5
2	4.67	5	5	5	5.00	5
1	1.89	4	3	3	3.33	4
3	3.78	4	4	3	3.67	3
1	1.78	5	5	3	4.33	5
2	2.89	4	3	3	3.33	4
2	4.67	4	3	3	3.33	5
1	1.89	3	3	3	3.00	4
1	1.89	3	3	2	2.67	3
2	4.67	4	3	3	3.33	4
3	3.78	5	4	4	4.33	4
4	4.78	4	4	3	3.67	4
1	1.89	5	3	3	3.67	5
1	1.78	4	4	5	4.33	5
3	3.78	5	4	5	4.67	5
2	4.67	4	4	3	3.67	5
4	4.89	4	3	3	3.33	4
4	4.78	3	3	3	3.00	4

2	4.67	4	3	3	3.33	5
4	4.78	4	3	3	3.33	4
4	4.89	4	3	3	3.33	5
2	4.67	4	3	3	3.33	4
2	4.67	4	4	3	3.67	4
3	3.78	3	3	2	2.67	3
3	3.56	4	4	3	3.67	4
3	3.11	5	5	5	5.00	5
3	3.56	5	3	3	3.67	4
3	3.78	5	5	5	5.00	3
4	4.78	5	3	3	3.67	5
3	3.67	4	4	3	3.67	4
2	4.67	5	3	3	3.67	4
2	4.67	3	3	3	3.00	2
3	3.78	5	3	3	3.67	5
3	3.56	5	5	4	4.67	4
3	3.78	5	4	4	4.33	3
1	4.00	4	4	3	3.67	4
1	1.89	5	4	4	4.33	4
1	1.78	4	4	5	4.33	5
4	4.89	4	4	5	4.33	4
2	2.78	4	3	3	3.33	4
3	3.56	4	3	2	3.00	3
2	3.00	4	3	3	3.33	3
3	3.44	3	3	3	3.00	5
5	5.00	4	4	3	3.67	3
2	2.00	3	2	2	2.33	3
2	3.56	3	4	3	3.33	3
1	1.89	5	4	4	4.33	2
2	4.11	5	4	4	4.33	4
2	3.22	5	4	4	4.33	4
1	1.89	5	5	4	4.67	4
1	1.89	5	4	4	4.33	4
2	2.56	4	3	3	3.33	3
4	4.78	3	2	3	2.67	3
1	1.78	5	3	3	3.67	4
2	3.78	4	5	5	4.67	2
3	3.78	5	3	3	3.67	3
2	4.67	2	2	3	2.33	3
2	4.67	2	3	2	2.33	3
4	4.89	4	2	2	2.67	2
3	3.78	2	2	3	2.33	4
1	2.44	4	3	3	3.33	4
1	1.78	3	2	2	2.33	4
4	4.89	5	4	4	4.33	4
3	3.56	3	3	3	3.00	3
2	4.67	4	4	5	4.33	5
1	1.78	3	3	2	2.67	3
4	4.78	5	4	4	4.33	5
1	1.89	2	2	2	2.00	2

4	3	3	3.33	3

Real-time information			Business Agility				Customer centr	
BPM provic	BPM make:	Mean	Due to BPM	BPM helps	BPM ensur	Mean	Due to BPM	BPM facilit:
4	5	4.67	5	5	5	5.00	4	5
3	3	3.67	4	4	4	4.00	3	3
3	2	2.33	2	3	2	2.33	2	2
3	3	3.00	3	3	3	3.00	3	3
3	3	3.33	3	3	3	3.00	2	3
3	3	3.00	3	4	3	3.33	4	4
4	3	3.67	4	4	4	4.00	5	4
4	4	4.33	4	3	3	3.33	3	3
3	3	3.67	4	4	5	4.33	4	4
3	3	3.67	4	5	3	4.00	5	4
3	3	3.33	3	3	3	3.00	5	4
4	4	4.33	3	3	4	3.33	4	5
4	5	4.67	4	5	5	4.67	5	5
5	5	5.00	5	5	5	5.00	4	3
3	3	3.67	5	4	4	4.33	4	3
5	5	5.00	5	5	5	5.00	5	5
5	2	4.00	3	5	4	4.00	5	5
3	3	3.00	3	3	3	3.00	4	4
4	3	3.67	3	3	4	3.33	4	3
4	4	3.67	4	3	3	3.33	4	5
4	5	4.67	5	5	5	5.00	5	5
3	4	3.33	2	2	3	2.33	4	4
4	2	3.33	3	3	3	3.00	4	4
3	3	3.00	2	3	4	3.00	4	4
3	2	3.33	4	4	2	3.33	2	2
3	3	3.00	2	3	2	2.33	3	3
5	3	4.33	3	3	4	3.33	4	4
5	3	4.33	4	4	4	4.00	5	4
5	4	4.67	5	4	4	4.33	5	5
3	3	3.67	5	5	5	5.00	4	5
3	3	3.67	5	5	5	5.00	4	5
3	4	3.67	4	5	3	4.00	4	4
4	3	3.33	4	3	3	3.33	4	5
4	4	4.33	4	3	3	3.33	4	5
3	3	3.33	3	3	3	3.00	2	3
2	4	3.67	4	3	3	3.33	3	3
3	3	3.33	3	3	2	2.67	3	3
3	3	3.00	2	3	3	2.67	4	4
3	2	3.00	4	4	2	3.33	2	2
3	3	3.33	4	5	3	4.00	4	4
3	4	3.67	4	3	3	3.33	5	4
5	3	4.33	3	5	5	4.33	4	4
5	3	4.33	3	5	5	4.33	4	4
5	3	4.33	3	5	5	4.33	3	3
5	4	4.67	3	5	5	4.33	5	5
5	3	4.00	4	4	4	4.00	3	3
4	3	3.67	3	4	4	3.67	4	4

5	3	4.33	3	4	5	4.00	4	4
4	3	3.67	3	4	4	3.67	4	4
5	3	4.33	4	4	4	4.00	4	3
3	4	3.67	4	4	4	4.00	5	5
4	3	3.67	5	3	4	4.00	5	4
3	3	3.00	3	3	3	3.00	4	4
4	2	3.33	4	4	5	4.33	3	3
4	4	4.33	5	5	5	5.00	5	5
4	2	3.33	4	4	4	4.00	5	5
4	4	3.67	5	4	4	4.33	4	5
4	4	4.33	3	3	5	3.67	4	5
5	4	4.33	4	5	5	4.67	4	5
5	4	4.33	4	3	3	3.33	4	5
4	5	3.67	4	4	3	3.67	4	4
4	4	4.33	4	5	4	4.33	4	4
5	5	4.67	5	5	2	4.00	4	3
4	3	3.33	4	4	4	4.00	4	4
4	3	3.67	4	4	4	4.00	4	4
5	4	4.33	5	4	4	4.33	5	4
4	4	4.33	5	5	5	5.00	4	4
4	2	3.33	5	5	5	5.00	4	2
3	3	3.33	3	3	4	3.33	4	3
4	3	3.33	3	2	2	2.33	4	4
4	3	3.33	3	4	3	3.33	4	3
4	4	4.33	5	3	3	3.67	4	3
4	4	3.67	5	4	4	4.33	4	3
4	3	3.33	5	5	4	4.67	4	3
4	3	3.33	3	3	3	3.00	4	3
4	4	3.33	4	4	4	4.00	4	3
5	4	4.33	5	5	4	4.67	4	3
5	4	4.33	4	5	4	4.33	5	5
4	2	3.33	5	5	5	5.00	3	4
4	3	3.67	5	4	4	4.33	3	3
2	2	2.33	3	3	3	3.00	3	4
4	2	3.00	4	3	3	3.33	2	3
5	4	4.33	4	5	4	4.33	3	4
4	5	3.67	5	4	4	4.33	4	4
4	4	3.67	5	5	3	4.33	5	4
2	2	2.33	2	3	2	2.33	3	4
2	3	2.67	3	3	2	2.67	3	4
2	2	2.00	2	2	2	2.00	3	4
4	3	3.67	2	2	2	2.00	3	4
4	3	3.67	3	1	2	2.00	3	4
3	2	3.00	4	3	3	3.33	2	3
3	4	3.67	5	4	4	4.33	4	4
4	3	3.33	4	2	4	3.33	4	5
4	4	4.33	4	4	4	4.00	4	4
3	2	2.67	3	3	3	3.00	2	3
4	4	4.33	5	4	3	4.00	4	4
2	2	2.00	3	1	3	2.33	3	3

2	3	2.67	4	3	3	3.33	4	4

·city	Management of workl			Costs			
Mean	BPM helps to ensure tl	Costs relat	Costs relat	Expenses ir	Expenses ir	Costs relat	Mean
4.5	5	5	5	5	5	5	5
3	4	3	5	4	4	5	4.2
2	1	3	3	2	2	2	2.4
3	3	4	3	4	4	5	4
2.5	3	4	3	3	3	3	3.2
4	3	4	4	3	3	3	3.4
4.5	4	4	4	4	4	3	3.8
3	3	3	4	4	4	4	3.8
4	4	4	5	5	5	4	4.6
4.5	3	4	3	3	4	3	3.4
4.5	3	4	3	3	3	3	3.2
4.5	4	5	5	4	3	4	4.2
5	4	5	5	5	5	4	4.8
3.5	4	5	5	5	5	5	5
3.5	4	5	4	5	3	4	4.2
5	4	5	5	5	5	5	5
5	4	5	5	4	4	4	4.4
4	3	5	4	3	2	1	3
3.5	3	5	5	4	3	2	3.8
4.5	3	4	4	4	4	3	3.8
5	4	5	5	5	5	5	5
4	1	4	4	3	2	2	3
4	3	4	4	3	3	2	3.2
4	3	5	5	4	4	4	4.4
2	2	5	4	5	3	1	3.6
3	2	4	4	3	3	2	3.2
4	3	5	5	5	2	1	3.6
4.5	4	5	5	5	4	2	4.2
5	5	5	5	5	5	5	5
4.5	5	5	5	5	5	4	4.8
4.5	5	5	5	5	5	5	5
4	2	5	4	4	3	3	3.8
4.5	3	5	4	5	2	2	3.6
4.5	4	5	5	5	4	4	4.6
2.5	3	4	4	5	1	1	3
3	3	4	4	4	3	3	3.6
3	2	4	4	4	3	2	3.4
4	1	4	4	2	2	1	2.6
2	3	4	2	2	4	4	3.2
4	5	5	5	5	5	4	4.8
4.5	3	5	5	3	3	3	3.8
4	4	4	5	4	5	4	4.4
4	4	4	5	4	5	3	4.2
3	4	5	5	5	4	3	4.4
5	5	5	5	3	4	2	3.8
3	3	5	5	3	3	3	3.8
4	3	5	5	4	3	2	3.8

4	4	5	5	4	3	3	4
4	3	5	4	3	4	3	3.8
3.5	4	4	4	4	4	4	4
5	4	5	5	5	4	2	4.2
4.5	4	5	4	4	4	4	4.2
4	2	4	4	3	2	3	3.2
3	3	5	4	4	4	2	3.8
5	3	5	5	5	5	5	5
5	4	5	5	5	2	4	4.2
4.5	5	5	5	5	5	5	5
4.5	2	5	5	4	3	2	3.8
4.5	5	5	5	4	4	4	4.4
4.5	3	5	5	4	4	2	4
4	5	5	5	3	2	2	3.4
4	4	5	5	5	2	4	4.2
3.5	5	5	5	4	5	5	4.8
4	4	5	5	5	4	3	4.4
4	3	4	5	5	2	3	3.8
4.5	4	5	5	5	4	4	4.6
4	5	5	4	4	4	4	4.2
3	4	5	4	5	3	3	4
3.5	3	4	5	4	4	4	4.2
4	3	4	4	5	2	3	3.6
3.5	3	5	5	5	1	1	3.4
3.5	3	5	3	3	3	2	3.2
3.5	4	5	5	5	4	2	4.2
3.5	3	5	4	4	4	2	3.8
3.5	2	3	4	4	2	2	3
3.5	4	4	4	4	4	4	4
3.5	4	5	4	4	4	4	4.2
5	5	5	5	5	5	3	4.6
3.5	3	5	5	5	4	4	4.6
3	4	5	4	4	4	4	4.2
3.5	3	4	4	4	2	2	3.2
2.5	3	4	4	4	3	2	3.4
3.5	4	4	5	5	4	4	4.4
4	5	5	4	4	3	2	3.6
4.5	4	5	4	4	4	4	4.2
3.5	2	3	3	3	2	2	2.6
3.5	2	3	3	3	4	1	2.8
3.5	2	4	3	3	3	3	3.2
3.5	1	4	4	3	3	2	3.2
3.5	3	5	4	4	4	1	3.6
2.5	2	5	4	3	3	2	3.4
4	4	4	5	5	3	3	4
4.5	5	5	4	4	3	3	3.8
4	4	5	5	5	4	3	4.4
2.5	3	4	3	3	3	3	3.2
4	4	5	5	4	3	3	4
3	2	3	3	2	2	3	2.6

4	2	5	3	3	3	2	3.2

AT	RTI	AG	CC	W	CE	M	MAT
5.00	4.67	5.00	4.5	5	5	3.56	17.78
4.33	3.67	4.00	3	4	4.2	1.89	8.19
2.00	2.33	2.33	2	1	2.4	4.67	9.33
3.33	3.00	3.00	3	3	4	4.78	15.93
2.33	3.33	3.00	2.5	3	3.2	4.89	11.41
3.00	3.00	3.33	4	3	3.4	4.67	14.00
3.67	3.67	4.00	4.5	4	3.8	3.78	13.85
3.33	4.33	3.33	3	3	3.8	4.67	15.56
3.67	3.67	4.33	4	4	4.6	4.89	17.93
2.67	3.67	4.00	4.5	3	3.4	4.78	12.74
3.00	3.33	3.00	4.5	3	3.2	3.78	11.33
4.33	4.33	3.33	4.5	4	4.2	1.89	8.19
3.67	4.67	4.67	5	4	4.8	5.00	18.33
4.00	5.00	5.00	3.5	4	5	5.00	20.00
3.67	3.67	4.33	3.5	4	4.2	3.33	12.22
5.00	5.00	5.00	5	4	5	3.56	17.78
4.00	4.00	4.00	5	4	4.4	4.67	18.67
3.67	3.00	3.00	4	3	3	1.78	6.52
3.67	3.67	3.33	3.5	3	3.8	3.78	13.85
3.00	3.67	3.33	4.5	3	3.8	4.89	14.67
5.00	4.67	5.00	5	4	5	3.56	17.78
4.33	3.33	2.33	4	1	3	1.78	7.70
2.00	3.33	3.00	4	3	3.2	5.00	10.00
4.33	3.00	3.00	4	3	4.4	3.56	15.41
4.33	3.33	3.33	2	2	3.6	1.78	7.70
2.00	3.00	2.33	3	2	3.2	5.00	10.00
3.33	4.33	3.33	4	3	3.6	2.89	9.63
4.33	4.33	4.00	4.5	4	4.2	1.89	8.19
5.00	4.67	4.33	5	5	5	3.56	17.78
5.00	3.67	5.00	4.5	5	4.8	1.89	9.44
5.00	3.67	5.00	4.5	5	5	3.56	17.78
3.33	3.67	4.00	4	2	3.8	4.67	15.56
3.67	3.33	3.33	4.5	3	3.6	1.89	6.93
4.33	4.33	3.33	4.5	4	4.6	3.78	16.37
3.33	3.33	3.00	2.5	3	3	1.78	5.93
3.33	3.67	3.33	3	3	3.6	2.89	9.63
3.00	3.33	2.67	3	2	3.4	4.67	14.00
2.67	3.00	2.67	4	1	2.6	1.89	5.04
3.33	3.00	3.33	2	3	3.2	1.89	6.30
4.33	3.33	4.00	4	5	4.8	4.67	20.22
3.67	3.67	3.33	4.5	3	3.8	3.78	13.85
3.67	4.33	4.33	4	4	4.4	4.78	17.52
4.33	4.33	4.33	4	4	4.2	1.89	8.19
4.67	4.33	4.33	3	4	4.4	1.78	8.30
3.67	4.67	4.33	5	5	3.8	3.78	13.85
3.33	4.00	4.00	3	3	3.8	4.67	15.56
3.00	3.67	3.67	4	3	3.8	4.89	14.67
3.33	4.33	4.00	4	4	4	4.78	15.93
3.33	3.67	3.67	4	3	3.8	4.67	15.56
3.33	4.33	4.00	3.5	4	4	4.78	15.93

3.33	3.67	4.00	5	4	4.2	4.89	16.30
3.67	3.67	4.00	4.5	4	4.2	4.67	17.11
2.67	3.00	3.00	4	2	3.2	4.67	12.44
3.67	3.33	4.33	3	3	3.8	3.78	13.85
5.00	4.33	5.00	5	3	5	3.56	17.78
3.67	3.33	4.00	5	4	4.2	3.11	11.41
5.00	3.67	4.33	4.5	5	5	3.56	17.78
3.67	4.33	3.67	4.5	2	3.8	3.78	13.85
3.67	4.33	4.67	4.5	5	4.4	4.78	17.52
3.67	4.33	3.33	4.5	3	4	3.67	13.44
3.00	3.67	3.67	4	5	3.4	4.67	14.00
3.67	4.33	4.33	4	4	4.2	4.67	17.11
4.67	4.67	4.00	3.5	5	4.8	3.78	17.63
4.33	3.33	4.00	4	4	4.4	3.56	15.41
3.67	3.67	4.00	4	3	3.8	3.78	13.85
4.33	4.33	4.33	4.5	4	4.6	4.00	17.33
4.33	4.33	5.00	4	5	4.2	1.89	8.19
4.33	3.33	5.00	3	4	4	1.78	7.70
3.33	3.33	3.33	3.5	3	4.2	4.89	16.30
3.00	3.33	2.33	4	3	3.6	2.78	8.33
3.33	3.33	3.33	3.5	3	3.4	3.56	11.85
3.00	4.33	3.67	3.5	3	3.2	3.00	9.00
3.67	3.67	4.33	3.5	4	4.2	3.44	12.63
2.33	3.33	4.67	3.5	3	3.8	5.00	11.67
3.33	3.33	3.00	3.5	2	3	2.00	6.67
4.33	3.33	4.00	3.5	4	4	3.56	15.41
4.33	4.33	4.67	3.5	4	4.2	1.89	8.19
4.33	4.33	4.33	5	5	4.6	4.11	17.81
4.67	3.33	5.00	3.5	3	4.6	3.22	15.04
4.33	3.67	4.33	3	4	4.2	1.89	8.19
3.33	2.33	3.00	3.5	3	3.2	1.89	6.30
2.67	3.00	3.33	2.5	3	3.4	2.56	6.81
3.67	4.33	4.33	3.5	4	4.4	4.78	17.52
4.67	3.67	4.33	4	5	3.6	1.78	8.30
3.67	3.67	4.33	4.5	4	4.2	3.78	13.85
2.33	2.33	2.33	3.5	2	2.6	3.78	8.81
2.33	2.67	2.67	3.5	2	2.8	4.67	10.89
2.67	2.00	2.00	3.5	2	3.2	4.67	12.44
2.33	3.67	2.00	3.5	1	3.2	4.89	11.41
3.33	3.67	2.00	3.5	3	3.6	3.78	12.59
2.33	3.00	3.33	2.5	2	3.4	2.44	5.70
4.33	3.67	4.33	4	4	4	1.78	7.70
3.00	3.33	3.33	4.5	5	3.8	4.89	14.67
4.33	4.33	4.00	4	4	4.4	3.56	15.41
2.67	2.67	3.00	2.5	3	3.2	4.67	12.44
4.33	4.33	4.00	4	4	4	1.78	7.70
2.00	2.00	2.33	3	2	2.6	4.78	9.56
3.33	2.67	3.33	4	2	3.2	1.89	6.30

MRTI	MAG	MCC	MW
16.59	17.78	16.00	17.78
6.93	7.56	5.67	7.56
10.89	10.89	9.33	4.67
14.33	14.33	14.33	14.33
16.30	14.67	12.22	14.67
14.00	15.56	18.67	14.00
13.85	15.11	17.00	15.11
20.22	15.56	14.00	14.00
17.93	21.19	19.56	19.56
17.52	19.11	21.50	14.33
12.59	11.33	17.00	11.33
8.19	6.30	8.50	7.56
23.33	23.33	25.00	20.00
25.00	25.00	17.50	20.00
12.22	14.44	11.67	13.33
17.78	17.78	17.78	14.22
18.67	18.67	23.33	18.67
5.33	5.33	7.11	5.33
13.85	12.59	13.22	11.33
17.93	16.30	22.00	14.67
16.59	17.78	17.78	14.22
5.93	4.15	7.11	1.78
16.67	15.00	20.00	15.00
10.67	10.67	14.22	10.67
5.93	5.93	3.56	3.56
15.00	11.67	15.00	10.00
12.52	9.63	11.56	8.67
8.19	7.56	8.50	7.56
16.59	15.41	17.78	17.78
6.93	9.44	8.50	9.44
13.04	17.78	16.00	17.78
17.11	18.67	18.67	9.33
6.30	6.30	8.50	5.67
16.37	12.59	17.00	15.11
5.93	5.33	4.44	5.33
10.59	9.63	8.67	8.67
15.56	12.44	14.00	9.33
5.67	5.04	7.56	1.89
5.67	6.30	3.78	5.67
15.56	18.67	18.67	23.33
13.85	12.59	17.00	11.33
20.70	20.70	19.11	19.11
8.19	8.19	7.56	7.56
7.70	7.70	5.33	7.11
17.63	16.37	18.89	18.89
18.67	18.67	14.00	14.00
17.93	17.93	19.56	14.67
20.70	19.11	19.11	19.11
17.11	17.11	18.67	14.00
20.70	19.11	16.72	19.11

17.93	19.56	24.44	19.56
17.11	18.67	21.00	18.67
14.00	14.00	18.67	9.33
12.59	16.37	11.33	11.33
15.41	17.78	17.78	10.67
10.37	12.44	15.56	12.44
13.04	15.41	16.00	17.78
16.37	13.85	17.00	7.56
20.70	22.30	21.50	23.89
15.89	12.22	16.50	11.00
17.11	17.11	18.67	23.33
20.22	20.22	18.67	18.67
17.63	15.11	13.22	18.89
11.85	14.22	14.22	14.22
13.85	15.11	15.11	11.33
17.33	17.33	18.00	16.00
8.19	9.44	7.56	9.44
5.93	8.89	5.33	7.11
16.30	16.30	17.11	14.67
9.26	6.48	11.11	8.33
11.85	11.85	12.44	10.67
13.00	11.00	10.50	9.00
12.63	14.93	12.06	13.78
16.67	23.33	17.50	15.00
6.67	6.00	7.00	4.00
11.85	14.22	12.44	14.22
8.19	8.81	6.61	7.56
17.81	17.81	20.56	20.56
10.74	16.11	11.28	9.67
6.93	8.19	5.67	7.56
4.41	5.67	6.61	5.67
7.67	8.52	6.39	7.67
20.70	20.70	16.72	19.11
6.52	7.70	7.11	8.89
13.85	16.37	17.00	15.11
8.81	8.81	13.22	7.56
12.44	12.44	16.33	9.33
9.33	9.33	16.33	9.33
17.93	9.78	17.11	4.89
13.85	7.56	13.22	11.33
7.33	8.15	6.11	4.89
6.52	7.70	7.11	7.11
16.30	16.30	22.00	24.44
15.41	14.22	14.22	14.22
12.44	14.00	11.67	14.00
7.70	7.11	7.11	7.11
9.56	11.15	14.33	9.56
5.04	6.30	7.56	3.78