

Press release

## **New research reveals high-performing PMOs are critical to driving business transformation**

*PMI recognizes excellence in the international PMO community at PMO Global Awards 2024*

**Philadelphia, PA - December 11, 2024** - A new report from [Project Management Institute](#) (PMI), the world's leading authority in project management, reveals that high-performing Project Management Offices (PMOs) are now at the cutting edge of corporate value delivery, powering customer satisfaction, digital transformation and innovation.

- Eighty percent of high-performing PMOs excel at delivering value to customers, compared to just 43% percent of low-performing PMOs. PMI [research](#) also highlights projects that measure and monitor customer satisfaction are 1.6 times more likely to achieve high project performance rates.
- Leading PMOs leverage new technology to enable business value delivery; 80% of organizations with top PMOs compared to just 26% of companies with low-performing PMOs. They're also twice as likely as other organizations to use AI.
- Strong PMOs drive advanced organizational agility, with 62% of respondents from top PMOs rating company agility as high, compared to only 25% of those with low-performing PMOs.

The report, '[Built to Thrive](#)', highlights organizations with high-performing PMOs have a significant competitive advantage, making strong PMOs the new must-have corporate powerhouse for delivering customer-centered strategies.

The report spotlights top-performing PMOs by industry, with consulting (74% were rated as high-performing), energy (61%) and IT (56%) industries leading the way. Retail (only 38% were rated as high-performing), automotive (40%), and pharmaceutical (42%) sectors ranked lowest for strong PMOs, showing an urgent need for improvement and maturity in these industries.

### **Celebrating Excellence at the PMO Global Awards 2024**

Members and leaders from international PMOs converged in Istanbul, on 9-10 December, to share learnings and unleash innovation at this year's global gathering of PMO professionals, [PMO unCon™](#). This signature event also hosted the 2024 PMO Global Awards, celebrating the success of stellar PMOs across industries and regions. The World PMO of the Year, awarded to SPC Brasil, reiterates the impact a high-performing PMO can have on business transformation. With their laser focus on clear communication,

stakeholder engagement, and understanding customer needs, they have boosted alignment to organizational strategy and project delivery, ensuring greater business value overall.

“Forward-thinking organizations know how to nurture and empower their PMOs to build competitive advantage and resilience, as strong PMOs are effective transformation and innovation hubs,” said Americo Pinto, Managing Director of PMO Global Alliance, Project Management Institute. “At the PMO Global Awards, we’re celebrating the PMOs driving value and growth in their industries.”

###

### **About Project Management Institute (PMI)**

PMI is the leading authority in project management, dedicated to guiding the way to project success. Since 1969, PMI has shone a light on the power of project management and the people behind the projects. With a global community, gold-standard professional certifications, and career-long learning opportunities, PMI empowers current and aspiring project professionals, as well as organizations, with knowledge and resources to lead effectively and create an impact in the communities they serve. Join PMI in elevating our world — one project at a time. Connect with us at [www.pmi.org](http://www.pmi.org), [linkedin.com/company/projectmanagementinstitute](https://www.linkedin.com/company/projectmanagementinstitute), on Instagram [@pmi\\_org](https://www.instagram.com/pmi_org), and on TikTok [@PMIInstitute](https://www.tiktok.com/@PMIInstitute).

### **PMI Trademarks**

Project Management Institute, PMI, and PMO unCon are trademarks and/or registered marks of Project Management Institute, Inc., in the US and/or in other countries.

### **Media Contact:**

Dina Morton, [dina.morton@pmi.org](mailto:dina.morton@pmi.org)