

BUSINESS PROCESS MANAGEMENT TECHNIQUES



OUR ACCREDITATION & PARTNERS



BUSINESS PROCESS MANAGEMENT TECHNIQUES



OVERALL DESCRIPTION:

In an era of relentless change, business success hinges on more than just a great strategy; it requires the operational agility to execute it flawlessly. This course is your guide to mastering Business Process Management (BPM) as the essential engine for connecting your strategic vision to day-to-day operations. We'll equip you with the practical, hands-on techniques to deconstruct complex processes, pinpoint inefficiencies, and redesign your workflows for peak performance. You'll learn how to leverage BPM to not only survive the pace of digital transformation but to lead it—turning operational challenges into a decisive competitive advantage. This is about building a foundation of operational excellence that drives innovation and sustainable growth.

Course Objectives:

Upon completion of this course, participants will have the knowledge and skills to:

- **Analyze and Map:** Accurately discover, analyze, and model business processes using industry-standard notation like BPMN.
- **Improve and Optimize:** Apply key methodologies like Lean and Six Sigma to identify bottlenecks, reduce waste, and design more efficient processes.
- **Automate and Enable:** Understand how to leverage technology, including BPM Suites and Robotic Process Automation (RPA), to automate processes and enhance performance.
- **Measure and Govern:** Establish a framework for continuous process monitoring and governance, ensuring that improvements are sustained and aligned with strategic business goals.

Course Outline:

- **Introduction to BPM:** The strategic imperative of process excellence.
- **Process Discovery and Analysis:** Techniques for mapping current-state ("As-Is") processes, identifying pain points, and gathering key data.



BUSINESS PROCESS MANAGEMENT TECHNIQUES



Course Outline:

- **Process Modeling Fundamentals:** Hands-on training in Business Process Model and Notation (BPMN) to create clear and actionable process maps.
- **Process Improvement Methodologies:** Practical application of Lean principles (Value Stream Mapping, 7 Wastes) and Six Sigma (DMAIC cycle).
- **Designing Future-State Processes:** Creating optimized "To-Be" processes that are more effective, efficient, and adaptable.
- **Technology and BPM:** Exploring BPM platforms, workflow automation, and the role of data analytics in process intelligence.
- **Implementation and Change Management:** Best practices for rolling out new processes and managing organizational change to ensure adoption.
- **Metrics and Continuous Improvement:** Defining key performance indicators (KPIs), building process dashboards, and fostering a culture of continuous improvement.

WHO SHOULD ATTEND?

This course is essential for a wide range of professionals, including:

- Business Analysts seeking to deepen their process modeling and improvement skills.
- Project and Program Managers responsible for implementing operational changes.
- Operations Managers and department heads focused on improving efficiency and productivity.
- IT Professionals who need to align technology solutions with core business processes.

Course Methodology:

We utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This training course will be conducted as a highly interactive workshop session. A variety of training methodologies will be used Before and during the course whenever applicable. Some of these methods are gamification, online pre-post test, role plays, self-assessment instruments, group exercises & case studies.

