PROFESSIONAL DEVELOPMENT TRAINING

016 299 1479

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2.0 DAY COURSE

Business Process Management

Business process management helps organizations leverage processes to achieve their goals and be successful. Once processes are implemented, they must be monitored, evaluated, and optimized to make sure they are still meeting the goals that they were designed to accomplish. A business that can successfully manage its processes is able to maintain a competitive edge, while increasing productivity and efficiency and decreasing costs.

This course will introduce participants to business process management. Students will learn how business processes can help improve their company's bottom line by providing a higher level of quality and consistency for customers.

What You'll Gain:

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Outcomes

This two-day workshop will help you teach participants how to:

- Define business process management and related concepts
- Recognize the vital role processes play in a business
- Appreciate the role of technology in process management
- Develop a vision to guide process improvement
- Understand how to design or enhance an existing process using the business process life cycle
- Construct a process map
- Perform what-if analysis
- Implement and monitor process changes
- Identify how Lean and Six Sigma methods can assist in managing and improving processes
- Use a variety of tools and techniques to eliminate waste and redundancies

Modules

Lesson 1: The Fundamentals of Business Process Management

- To begin, participants will learn about three concepts that are closely tied to business process management:
  - business analysis
  - enterprise content management
  - business process re-engineering

Lesson 2: Defining Business Process Management

- Next, participants will learn what business process management is, where it originated from, and what some of the benefits are.

Lesson 3: Reflecting on Processes

- In this session, participants will review their pre-assignment.

Lesson 4: The Business Process Life Cycle

- This session will introduce the business process life cycle, which will form the basis for the rest of the course.

Lesson 5: The Vision Phase

- The first phase of the business process life cycle is Vision. This session will cover ways to create and share a vision, and why it is important for process improvement.

Lesson 6: The Design Phase

- The second phase of the business process life cycle is Design. This session will explore how to gather information, define a problem, model as-is and to-be processes, and establish functions.

Lesson 7: The Modelling Phase

- The third phase of the business process life cycle is Modelling. In this session, participants will learn how to review and analyse process maps and use iterative testing.

Lesson 8: The Execution Phase

- The fourth phase of the business process life cycle is Execution. This session will take participants through all aspects of the Execution phase, including implementation, automation, business rules, and workflow engines.

Lesson 9: The Monitoring Phase

- The fifth phase of the business process life cycle is Monitoring. This

Lesson 10: The Optimising Phase

- The final phase of the business process life cycle is Optimising. This

session will share ways to monitor processes, including the balanced scorecard, business activity monitoring, and process mining.

session will cover ways to optimise processes, including the business process improvement cycle, Lean methodology, and Six Sigma theory.

Lesson 11: Workshop Wrap-Up

- At the end of the course, students will have an opportunity to ask questions and fill out an action plan.

Talk to our expert team

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