



9064



In-Class



8 hours

Course Description:

This course introduces the foundational principles and lifecycle of Business Process Management (BPM), emphasizing performance tracking, process mapping, and continuous improvement strategies. Participants will explore essential BPM phases, from strategy and analysis to execution, monitoring, and optimization, while applying structured approaches to improve operational performance. The course also covers key concepts such as business rules, workflow engines, process mining, and performance dashboards to help professionals enhance operational efficiency. By the end of the course, learners will understand how to implement and optimize business processes for improved organizational outcomes.

Target Audience:

This course is designed for mid-level analysts and operations supervisors with 3 to 7 years of experience in business process improvement, operations, or performance management who are looking to implement and optimize business processes for greater organizational efficiency.

Course Objectives:

By the end of the course, participants will be able to:

- Explain business process management, lifecycle phases, process mapping, performance tracking, and continuous improvement strategies.
- Describe business process implementation and optimization through process execution, monitoring, and continuous improvement strategies.

Course Outline:

Module 1: Business Process Management: Foundations

- Fundamentals of Business Process Management
- The Importance of Business Process Management within organizations.
- Business Analysis and Process Improvement Models
- History of Business Process Management.
- Business Process Life Cycle and Key Phases

Module 2: Phases of Business Process Management

- Vision Phase: Strategy, Innovation, and Alignment
- Design Phase: Process Analysis, Mapping, and Improvement
- Modeling Phase: Structuring, Simulation, Scenario Analysis, and Design Testing
- Execution Phase: Process Implementation and Automation
- Business Rules and Workflow Engines
- Monitoring Phase: Performance Measurement and Process Analysis
- Business Activity Monitoring (BAM) and Balanced Scorecard
- Process Mining for Gap Identification and Analysis
- Optimizing Phase: Continuous Improvement Strategies
- Lean and Six Sigma for Process Efficiency

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Upon Successful Completion of this Course, participants will obtain:

0.6 CEUs

Course Language:

English Material
Bilingual Explanation

Prerequisites:

N/A