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Learning Style: Virtual Classroom

Technology:

Difficulty: Beginner

Course Duration: 2 Days

Next Course Date: **September 29, 2025**

Business Process Improvement



About Course:

Improving business processes can deliver immediate results, including higher quality, reduced waste, increased efficiency, and enhanced productivity. This course provides the skills needed to analyze, improve, and manage business

processes. It is part of the Business Process Management (BPM) certificate program and is designed for professionals looking to enhance operational performance.

Course Objectives:

- This course explores an industry-standard Business Process Management (BPM) framework and examines how Business Process Improvement (BPI) fits within it. Participants will learn techniques for analyzing the root causes of process inefficiencies and identifying key metrics to evaluate business performance. The course also covers three fundamental principles for optimizing process design, ensuring greater efficiency and effectiveness. Additionally, learners will establish essential metrics for ongoing monitoring and reporting, enabling continuous process improvement and long-term success.

Audience:

- This course is designed for professionals responsible for improving or managing business processes. Participants will gain the ability to analyze existing workflows, design optimized processes, and measure performance improvements. It is part of the BPM certificate program.

Prerequisites:

- Experience in modeling business processes strongly encouraged. The course Business Process Modeling satisfies this prerequisite.

Course Outline:

1. Business Process Improvement (BPI) Overview

- Introduction to Business Process Management (BPM)
- Common challenges in business process improvement
- The business case for process optimization
- Key benefits of business process improvement

2. Process Measurement

- Overview of process analysis and metrics
- What to measure and why
- Understanding data types (attribute & variable)
- Data variation and collection methods

3. Process Analysis

- Key concepts, steps, and challenges in process analysis
- Tools and techniques for analyzing business processes

4. Process Design and Optimization

- Core principles for process optimization
- Time, quality, and value optimization techniques
- Identifying and avoiding common design flaws

5. Process Transformation

- Identifying transformation tasks
- Four stages of change and how to implement them
- Managing stakeholder resistance to change

6. Process Performance Management

- Monitoring and maintaining process improvements
- Data management for performance tracking