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Learning Style: Virtual Classroom

Technology:

Difficulty: Beginner

Course Duration: 1 Day

Business Process Management Foundations



About This Course:

To maintain competitiveness in local and international markets, it is increasingly essential to formally manage your business processes. This course explores the need for a business process focus, the essential steps for process management, and the critical success factors for making the effort successful. It provides a

practical framework for understanding processes, the use and development of metrics to manage processes, and describes the roles needed to implement a business process management approach.

This course has been approved for 7 PDUs | 7 CDUs

Course Objectives:

- Learn an industry-standard BPM approach
- Identify various models and modeling notations that can be used to help you analyze the process.
- Understand how to apply three basic design optimization principles in designing improved processes.
- Determine appropriate metrics for analyzing business processes that provide sufficient insights into process effectiveness.
- List various process management technologies that can be used to manage business processes.

Audience:

- The course is for anyone who needs to understand the basics of managing processes in their organization through a practical, easy-to-use framework. This course aligns with ABPMP®'s Guide to the BPM Common Body of Knowledge (BPM CBOK ®) and is part of the Business Process Management (BPM) certificate program.

Prerequisites:

- None

Course Outline:

Business Process Management (BPM) Overview

- Terms and key concepts
- BPM life cycle & framework
- BPM critical success factors
- Core BPM Roles

Business Process Modeling

- Process modeling overview
- Benefits of modeling
- Common models

Business Process Analysis

- Analysis steps
- Tools & techniques to analyze processes
- Value-added vs waste in process
- Metrics and measures to analyze processes

Business Process Design

- Introduction to process design principles
- Process design principles
- Business process improvement

Business Process Transformation Mgmt.

- Process transformation
- Models and stages of change
- Overcoming resistance
- Transformation tips

Business Process Performance Mgmt.

- Case for monitoring processes
- Business intelligence
- BPM control plans
- Metrics vs. measures