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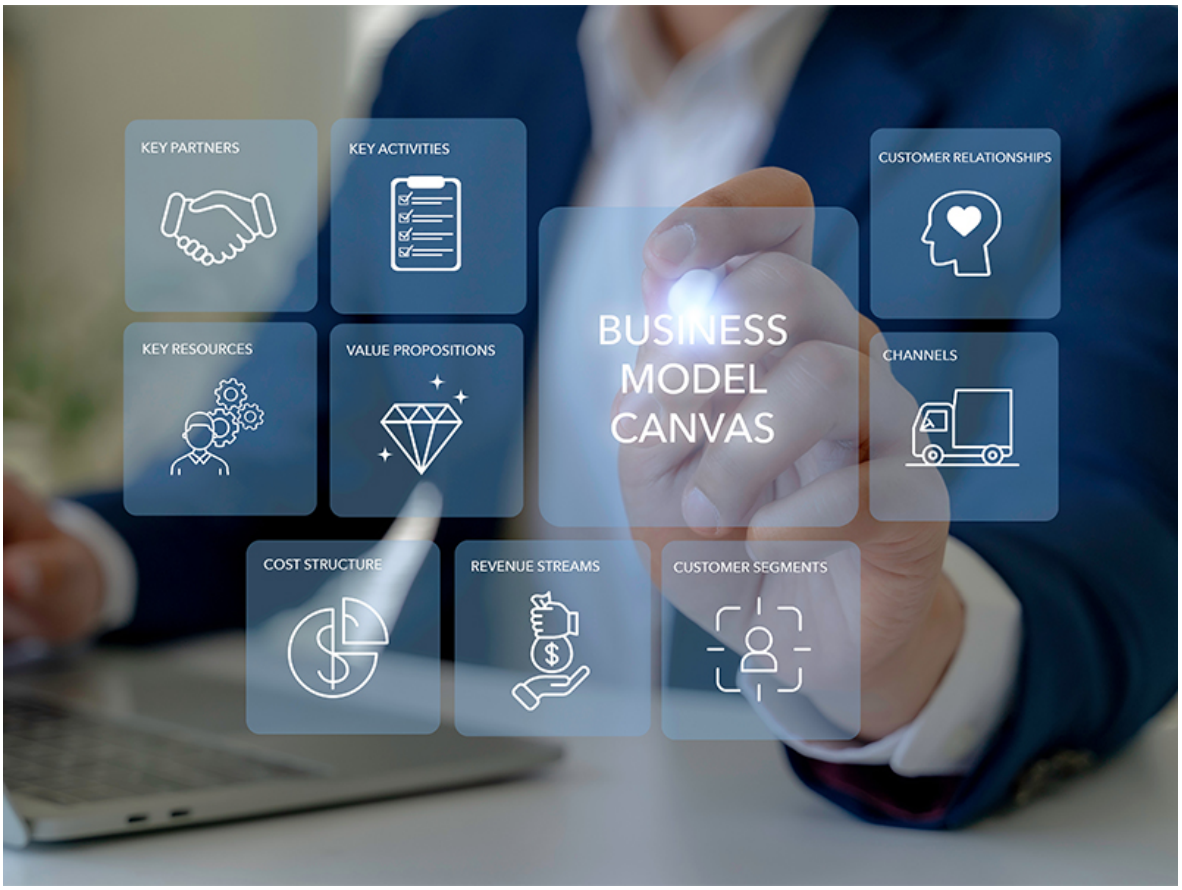
Learning Style: Virtual Classroom

Technology:

Difficulty: Beginner

Course Duration: 2 Days

Business Process Modeling



About This Course:

Did you know that inefficient processes can cost businesses up to 30% of their revenue? Effective business process modeling is key to improving efficiency, reducing waste, and enhancing productivity. This course provides the fundamental skills to document, refine, and optimize business processes, ensuring clarity and

consistency in workflows. Participants will learn how process modeling fits into the larger Business Process Management (BPM) framework, explore essential modeling techniques, and apply best practices to streamline operations.

Course Objectives:

- This course provides the skills to analyze, document, and optimize business processes using process modeling techniques. Participants will learn to identify the purpose and benefits of process models, use hierarchy diagrams and value chain matrices to model enterprise context, set process boundaries, and create clear and structured process maps. The course also covers handling alternate process paths, refining models using standard notations, and confirming process completeness through validation techniques.

Audience:

- This course is ideal for business analysts, process managers, and professionals involved in process optimization and change management. Anyone responsible for documenting and improving business workflows will benefit from the techniques covered in this training.

Prerequisites:

- No formal prerequisites are required; however, familiarity with business processes and workflows is beneficial.

Course Outline:

1. Business Process Modeling (BPM) Overview

- Importance of process modeling
- Common business process models
- Key steps in business process modeling

2. Process Definitions

- Hierarchy diagrams and decomposition techniques
- Value chain models for structuring workflows

3. Modeling Process Context

- Preparing for process modeling sessions
- Defining roles and responsibilities
- Creating scope diagrams, SIPOC diagrams, and variation lists

4. Modeling Process Details

- Using process notation and swim lanes
- Developing process maps with primary and alternate paths
- Managing process variations and alternative workflows

5. Refining Process Models

- Identifying common mapping errors
- Determining the appropriate level of detail
- Supporting process details in documentation

6. Confirming Process Completeness

- State chart (interaction) diagrams
- Interaction matrices (CRUD)
- Business analysis techniques for validating workflows