

Business Process Management Foundations

Duration
1 Day

Delivery Methods
VILT, Private Group



To maintain competitiveness in local and international markets, formally managing your business processes is increasingly essential. 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, using and developing metrics to manage processes, and describes the role of the Process Owner. Presented in a methodology-neutral way, participants can easily apply the knowledge and skills to any environment and use the techniques immediately upon leaving class.

Who Should Attend

Process and business analysts, business process owners and executives, project managers, general business staff, and anyone who needs the skills to improve and/or manage business processes.

Course Objectives

- Learn an industry-standard BPM approach that encompasses Process Modeling, Process Analysis and Design, Process Performance Management, and Process Transformation.
- 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.
- Identify ways people resist and adapt to changing processes.
- List various process management technologies that can be used to manage business processes.

Agenda

1 - BUSINESS PROCESS MANAGEMENT (BPM) OVERVIEW

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

2 - BUSINESS PROCESS MODELING

- Process modeling overview
- Benefits of modeling
- Common models

3 - BUSINESS PROCESS ANALYSIS

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

4 - BUSINESS PROCESS DESIGN

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

5 - BUSINESS PROCESS TRANSFORMATION MGMT.

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

6 - BUSINESS PROCESS PERFORMANCE MGMT.

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