
Introduction to Business Process Management [BPM] – Course Outline

▪ Key Definitions Relating to BPM

- BPM
- Process
- Procedure
- Policy
- BPI, BPR, ABC etc.
- BPMM, BPMN, BMM, BPEL, BPMS, SOA etc.

▪ Role and Place of BPM in Today's Business Organization

- Why BPM?
- Becoming a 'Process-centric' organization – incl. aligning strategy with BPM
- 'Outside-in' thinking – Focusing on successful customer outcomes [SCOs]
- Aligning BPM with organizational performance
- Benefits of BPM.

▪ Establishing Process Governance Structures

- Process Council
- CPO
- Process Owners
- Process Office – Centre of Excellence
- Process Improvement Teams
- Enhancing cohesiveness
- Driving culture change
- Overcoming resistance to change.

▪ Explaining Key BPM Concepts

- End-to-end
- SIPOC
- Process Lifecycle
- Continuous Process Improvement
- Process Classification Frameworks.

▪ Introduction to Common BPM Methodologies

- Lean
- Six Sigma
- TQM
- Activity Based Costing [ABC]
- ISO 9001:2000.

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Introduction to Business Process Management [BPM] – Course Outline, cont'd

- **Introduction to Business Process Improvement [BPI]**
 - Defining and incepting process improvement initiatives
 - Forming cross-functional process improvement teams
 - Managing process improvement projects
 - Ensuring and demonstrating return on investment [ROI]
 - Sustaining continuous process improvement.

- **Introduction to Process Modeling, Analysis and Design**
 - Data gathering
 - Preparing process models using BPMN 2.0
 - Analyzing Process Models
 - Design principles.

- **Enabling Tools and Technologies**
 - BPMN 2.0
 - Modeling Tools
 - BPMS
 - SOA.

Course Duration: 2 Days

Target Audience:

Any employee in your organization who is new to BPM or has little exposure; especially those charged with:

- Process management;
- Performance management;
- Quality management or
- Any role relating to management or improvement of your business processes.

NB:

Customized courses covering any of the subjects addressed in this course, in more detail are available on demand.
