

Business Process Management Course Outline



Business process management helps organisations leverage processes to achieve their goals and be successful. Once processes are implemented, they must be monitored, evaluated and optimised to make sure they are still meeting the goals that they were designed to accomplish. A business that can successfully manage its processes is able to maintain a competitive edge, while increasing productivity and efficiency and decreasing costs. This course will introduce participants to business process management. They will learn how business processes can help improve their company's bottom line by providing a higher level of quality and consistency for customers.

This two-day course will teach participants how to:

- Define business process management and related concepts.
- Recognise the vital role processes play in a business.
- Appreciate the role of technology in process management.
- Develop a vision to guide process improvement.
- Understand how to design or enhance an existing process using the business process life cycle.
- Construct a process map.
- Perform what-if analysis.
- Implement and monitor process changes.
- Identify how Lean and Six Sigma methods can assist in managing and improving processes.
- Use a variety of tools and techniques to eliminate waste and redundancies.

Course Overview

Participants will spend this session getting to know the course objectives and will also have an opportunity to identify their personal learning objectives.

The Fundamentals of Business Process Management

To begin, participants will learn about three concepts that are closely tied to business process management: business analysis, enterprise content management and business process re-engineering.

Defining Business Process Management

Next, participants will learn what business process management is, where it originated from and what some of the benefits are.

Reflecting on Processes

In this session, participants will review their pre-assignment.

The Business Process Life Cycle

This session will introduce the business process life cycle, which will form the basis for the rest of the course.

The Vision Phase

The first phase of the business process life cycle is Vision. This session will cover ways to create and share a vision and why it is important for business process improvement.

The Design Phase

The second phase of the business process life cycle is Design. This session will explore how to gather information, define a problem, model as-is and to-be processes, and establish functions.

The Modeling Phase

The third phase of the business process life cycle is Modeling. In this session, participants will learn how to review and analyse process maps and use iterative testing.

The Execution Phase

The fourth phase of the business process life cycle is Execution. This session will take participants through all aspects of the Execution phase, including the implementation, automation, business rules and workflow engines.

The Monitoring Phase

The fifth phase of the business process life cycle is Monitoring. This session will share ways to monitor processes, including the balanced scorecard, business activity monitoring and process mining.

The Optimising Phase

The final phase of the business process life cycle is Optimising. This session will cover ways to optimise processes, including the business process improvement cycle, Lean methodology, and Six Sigma theory.

Course Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out a personal action plan.