€TRAINING

Business Process Modeling BPM

15 - 26 July 2024
Lisbon (Portugal)

Business Process Modeling BPM

Introduction:

This training program is a comprehensive initiative designed to equip participants with the knowledge and skills needed to analyze, design, and optimize business processes. Through a blend of theoretical learning and practical exercises, participants learn various process modeling techniques, tools, and methodologies to enhance organizational efficiency and effectiveness.

Program Objectives:

At the end of this program, the participants will be able to:

- Contribute to business process improvement initiatives.

- Develop the skill to gather the right information to build a business process model.

- Accurately capture and map the details of a business process using models.

- Apply best-practice business process analysis and modeling techniques.

- Improve, design, and optimize the work of the organization through process modeling and analysis.

- Contribute to the competitiveness of the organization through operational excellence.

- Design digitally-enabled processes using the BPMN technique.

Targeted Audience:

- Business Managers and Business Process Owners.

- Process Analysts, Process Designers, and Process Project Team Leaders and Members.

- Operations Managers.

- Business and Systems analysts.

- Information Technology Professionals.

- Quality management Specialists.

Program Outlines:

Unit 1:

Business Process Modeling Fundamentals:

- Introduction to BPM concepts and terminology.

- Importance of process modeling in organizational efficiency.

- Basic principles of process design and analysis.

- Key components of business process documentation.

- Role of BPM in organizational transformation.

- Practical exercises in creating process models.

Unit 2:

Understanding Process Mapping Techniques:

1. Various types of process mapping methods e.g., flowcharts, swimlane diagrams.

2. Identifying key stakeholders and their roles in process mapping.

3. Best practices for documenting processes accurately and comprehensively.

4. Mapping complex processes with multiple decision points.

5. Techniques for identifying and documenting subprocesses.

6. Hands-on experience in creating process maps using software tools.

Unit 3:

Implementing BPM Tools and Software:

- Overview of popular BPM software solutions.

- Hands-on training on using BPM tools for process modeling.

- Integrating BPM software with existing IT infrastructure.

- Configuring workflows and business rules in BPM software.

- Customizing BPM solutions to meet organizational requirements.

- Best practices for managing BPM projects and change management.

Unit 4:

Optimizing Processes for Efficiency and UML Notation Equivalents to ISO:

- Identifying bottlenecks and inefficiencies in processes.

- Strategies for streamlining and automating workflows.

- Continuous improvement methodologies such as Lean and Six Sigma and Leveraging technology for process optimization e.g., robotic process automation.

- Understanding the Unified Modeling Language UML and its role in software development.

- Exploring the ISO standards related to business process modeling and documentation.

- Mapping UML notation elements to ISO standards for process modeling.

- Identifying similarities and differences between UML and ISO notation.

Unit 5:

Analyzing and Improving Workflow:

- Techniques for analyzing process performance data.

- Identifying opportunities for optimization and innovation.

- Implementing changes and measuring their impact on workflow efficiency.

- Managing process changes and minimizing disruption.

- Strategies for continuous monitoring and improvement.

- Engaging stakeholders in the process improvement cycle.

Unit 6:

Integrating BPM into Organizational Strategy:

- Aligning process improvements with business goals and objectives.

- Communicating the value of BPM initiatives to stakeholders.

- Developing a roadmap for long-term BPM implementation and sustainability.

- Building support and buy-in from senior leadership.

- Incorporating BPM into organizational culture and governance.

- Case studies of successful BPM implementations and their impact on organizational strategy.

Unit 7:

Real-World Case Studies and Applications:

- Examining real-world examples of BPM implementation across various industries.

- Analyzing successful and unsuccessful case studies to understand key factors for BPM success.

- Identifying common challenges and best practices through case study analysis.

- Applying lessons learned from case studies to develop effective BPM strategies.

- Discussing the role of leadership and organizational culture in successful BPM adoption.

Unit 8:

Measuring and Evaluating BPM Success Metrics:

- Defining key performance indicators KPIs for BPM initiatives.

- Establishing benchmarks and targets for process improvement.

- Implementing measurement tools and methodologies to track BPM success metrics.

- Analyzing and interpreting data to evaluate the effectiveness of BPM implementations.

- Adjusting strategies and interventions based on performance metrics and feedback.

- Communicating BPM success metrics to stakeholders and senior management to demonstrate ROI.

Unit 9:

Collaboration and Communication in BPM Projects:

1. Building effective cross-functional teams for BPM projects.

2. Strategies for fostering collaboration and communication among team members.

3. Utilizing communication tools and technologies to facilitate collaboration.

4. Managing conflict and resolving differences in BPM project teams.

5. Promoting knowledge sharing and learning within BPM project teams.

6. Case studies and role-playing exercises to practice effective communication and collaboration skills in BPM projects.

Unit 10:

Continuous Improvement Methodologies:

- Introduction to continuous improvement philosophies and methodologies.

- Understanding the principles of Lean, Six Sigma, and Agile methodologies.

- Applying Lean principles to eliminate waste and streamline processes.

- Implementing Six Sigma tools and techniques for process optimization and variation reduction.

- Agile methodologies for iterative development and rapid response to change.

- Integrating continuous improvement methodologies into BPM frameworks for sustained organizational excellence.