

# € TRAINING

Certified Business Process Associate CBPA

5 - 9 August 2024  
Kuala Lumpur (Malaysia)



# Certified Business Process Associate CBPA

REF: M2261 DATE: 5 - 9 August 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

## Introduction:

This training program is designed to provide you with a comprehensive understanding of business process management BPM and equip you with the knowledge and skills necessary to become a certified professional in this field. By the end of this program, you will be well-prepared to take the CBPA certification exam and take your career in business process management to new heights.

## Program Objectives:

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

- Understand the fundamentals of business process management.
- Learn the key concepts and techniques in process analysis and improvement.
- Develop practical skills in documenting and modeling business processes.
- Prepare for the CBPA certification exam.
- Gain knowledge of best practices in business process management.

## Targeted Audience:

- Professionals interested in business process management and process improvement.
- Individuals seeking to enhance their knowledge and skills in BPM.
- Individuals preparing for the CBPA certification exam.
- Process analysts, business analysts, and process improvement specialists.

## Program Outlines:

### Unit 1:

#### Introduction to Business Process Management:

- Fundamentals of business process management.
- Benefits and challenges of BPM implementation.
- BPM lifecycle and key stakeholders.

- Introduction to process mapping and documentation.
- Tools and technologies used in BPM.

## Unit 2:

### Process Analysis and Improvement:

- Process analysis techniques and tools.
- Identifying process inefficiencies and bottlenecks.
- Lean and Six Sigma methodologies for process improvement.
- Measuring process performance and identifying KPIs.
- Implementing process optimization strategies.

## Unit 3:

### Process Modeling and Documentation:

- Introduction to process modeling languages BPMN, UML, etc..
- Creating process flowcharts and swimlane diagrams.
- Documenting process details and requirements.
- Process simulation and analysis.
- Process governance and control.

## Unit 4:

### Process Automation and Technology

- Role of technology in process automation.
- Business Process Management Systems BPMS.
- Robotic Process Automation RPA and its applications.
- Integrating process automation with existing systems.
- Managing process change and organizational impact.

## Unit 5:

## CBPA Certification Exam Preparation:

- Overview of the CBPA certification exam format and requirements.
- Review of key topics and concepts covered in the course.
- Tips and strategies for successful exam preparation.
- Q&A session and final exam review.