

Business Process Management Training

Business processes are the production lines of the new economy. When they fail us, our products and services fail our customers, and our business fails its stakeholders.

This intensive one-day **Business Process Management training** course is one of our [Six Sigma Courses](#) and focuses on the essential skills business people require to analyse and redesign their processes.

Objective

This intensive one-day **Business Process Management** course focuses on the essential skills business people require to analyse and redesign their processes.

- Develop a business process strategy to meet stakeholder needs.
- Analyse, improve, design and develop processes to meet stakeholder needs.
- Align technology, organisation, and facilities with the business process strategy and design
- Apply their knowledge to manage process projects effectively.
- Identify, clarify and manage business benefits arising from process change

Details

Duration: 1 Day

Who is this course for

This course is recommended for business and IT executives, managers, project managers and team managers who will be involved in analysing and redesigning their business processes.

Course Content

Understanding The Terms

- Introduction to Process
- Key Terms in Business Process Mapping

The Steps of Business Process Mapping

- The Steps for Effective Process Mapping
- 'As is' and 'to be' Processes

Mapping a Business Activity

- Defining the Start, End and Purpose of a Business Activity
- Defining the Key Elements – Tasks, Decisions, Inputs and Outputs
- Business Activity Definition Forms
- Part 1: Case study
- Mapping Methods – Brown Paper Analysis
- Part 2: Case Study
- Using the Mapping Symbols
- Part 3: Case Study

The Detail Behind the Processes

- Workshop Facilitation Skills
- Titles and Numbering
- Recording the Key Information – Tasks, Decisions, Inputs, Outputs, Constraints and Dependencies
- Process Definition Forms
- Part 4: Case Study

Assigning Control and Responsibilities

- Working Out Who Does What
- Using Swim Lanes in Process Maps
- Part 5: Case Study

Process Analysis

- Finding Problems, Bottlenecks and Inefficiencies
- Part 6: Case Study

Creating 'to be' Processes

- Reasons for Change
- Changing Processes
- Part 7: Case Study

