Management And Leadership

Business Process Excellence: Mapping, Analysis & Optimization

Course Introduction

Business process analysis and modelling is an essential component of Business Process Design, as well as other business process improvement initiatives such as reengineering, systems development, quality management and continuous process improvement. These processes are continuously evolving more so the course of implementing a new design model.

Business Process Analysis, Mapping and Modelling.

This training course is designed to provide participants with advanced concepts and business perspectives related to Business Process Analysis, Mapping and Modelling. The course will allow participants to explore latest BPM tools and techniques, advanced insights into BPM methodologies, and the guidelines into what research should be conducted before embarking on the implementation project for BPM.

Target Audience

This training course is beneficial for professionals such as Business Process Analyst, Business Process Manager, Business Process Designer, Business Process Consultant, Business Process Owner, Business Analyst, and Manager or Director of Business Performance Improvement and Business Process Innovation.

Learning Objectives

- Gain a comprehensive understanding of the latest business process management strategies, tools, and approaches and how these are relevant to the modern enterprise.

- Assess the importance of fact-based performance management metrics applied within Business Process Management (BPM) tool environments.

- Identify and apply the various types of evolving technology tools to manage organization's processes.

- Recognize the benefits of evolutionary enterprise organization and supporting management structures.

- Understand the next step beyond continuous improvement: sustainable process transformation.

- Create and enhance a supporting change management culture using BPM methodologies.

Course Outline

- **DAY 01**

Business Modelling and Enterprise Architecture

  ○ The origins of Business Process Modelling (BPM) and current strategies
  ○ Business excellence models
  ○ Business architecture
  ○ BPM: purpose and techniques
  ○ The continuous improvement and transformation approach
  ○ The point of departure (as is), the destination (to be)
  ○ Common approaches to modelling and mapping
  ○ Enterprise architecture
  ○ Enterprise analysis

- Complex processes and functional decompositions
- Business, process and IT alignment
- Enterprise flexibility: impact assessment of change
- Developing a BPM strategy management

- **Day 02**

  Transformation And Change Management

  - Taking matters further from continuous improvement

  - The next step: transformation

  - The challenges of a long-term transformation strategy

  - Framework for transformation leadership

  - The conversion from hierarchical structures through ERP systems

  - Bringing about the culture of change

  - Sustaining transformation change management

  - Process analytics and opportunities on the enterprise level

  - Process analysis through the definition of flow

  - Types of flows

  - Process requirements – assessing the needs

  - Process documentation requirements and techniques

  - Workflow concepts

  - Measuring the workflow: what should be measured, how should it be measured?

  - Process modelling and mapping

  - Identifying the core business processes

- **Day 03**

The Process Enterprise and Performance Measurement

- The process driven organisation

- Contrasting management structures

- ERP systems: enabler to the conversion from hierarchical structures

- Process management roles: business and IT approach merger

- Performance management in a process-driven enterprise

- Transformation impact assessment and skills gap analysis

- Performance management

- Identifying process improvement opportunities

- Business process improvement and business process analysis

- Process improvement strategies, workload impact analysis

- Building performance measurement capability

- Linking performance and strategy

- Measuring performance

- Transformation barriers and enablers

- BPM governance framework: the Business Process Management Office (BPMO) and the Center of Excellence (CoE)

- **Day 04**

Enterprise Process Management and Waste Minimisation

- ◦ The transition to an enterprise process management approach

- ◦ The integration of the BPM process management with the traditional organisational structure

- ◦ Agile and lean approaches to process management and improvement

- ◦ Process waste minimisation: a BPM target

- ◦ Value stream analysis and other tools

- ◦ The enterprise process maturity assessment through CMMI and PEMM

- ◦ The BPM roadmap

- **Day 04**

Technology Support and Capability as Enablers to BPM

- ◦ The technology to support BPM today

- ◦ The evolution of BPM technology tools

- ◦ Capabilities of modern BPM technology tools

- ◦ BPM technology as an enabler to implementing process changes

- ◦ Infrastructure architecture for BPMS

- ◦ Process orchestration through technology solutions (Software as a Service (SaaS), Cloud, etc.)

- ◦ Advantages and risks associated with technology process automation

- ◦ BPMS technology: where do we go from here

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 26, 2025	May 30, 2025	5 days	4250.00 $	UAE - Abu Dhabi
July 14, 2025	July 18, 2025	5 days	4250.00 $	UAE - Dubai
Oct. 13, 2025	Oct. 17, 2025	5 days	4250.00 $	UAE - Dubai