

€ TRAINING

Business Process Management Essentials





Business Process Management Essentials

Introduction:

This program is designed to prepare participants for the certification exam only.

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

Note: This program is designed to prepare participants for the certification exam only.