



## **FACULTY OF SCIENCE & TECHNOLOGY CORPORATE PROFESSIONAL EDUCATION OFFERINGS**

### **Process Management Skills Series**

## **Introduction to Business Process Management**

Improving business processes is on top of the agenda for chief and senior executives. This requires a solid understanding of current and future business processes and their alignment with business objectives. Business Process Management (BPM) is an integrated set of concepts, methods and tools surrounding the definition, implementation, execution and improvement of business operations. The demand for BPM is driven by demands for increased operational excellence and cost-effective compliance practices. BPM forms a widely recognised aligning foundation for IT projects and is a key issue in discussions related to outsourcing and mergers.

This one day course introduces the core principles and practices of Business Process Management. The course provides an overview of many of the state-of-the-art methods and considers how to select and adopt a customized BPM approach for your organisation. Topics covered include:

- History of Process Management
- Value Proposition of Business Process Management
- Business Process Management Maturity
- Core Concepts and Case Studies

**Duration: 1 day**



## FACULTY OF SCIENCE & TECHNOLOGY CORPORATE PROFESSIONAL EDUCATION OFFERINGS

### Process Management Skills Series

## Business Process Analysis and Improvement

Improving business processes is on top of the agenda for chief and senior executives. This requires a solid understanding of current and future business processes and an approach for continuously managing these processes and changing them to warrant sustainable business improvement. This workshop introduces a set of tools and a structured methodology for managing a process across all phases of its lifecycle, from the initial selection and design to the ongoing improvement, execution and controlling.

This two day course introduces the structured approach of **Business Process Lifecycle Management**, with a focus on process analysis and process improvement. The course provides an overview of the underlying methodology and state-of-the-art methods associated with each phase of a process lifecycle. Topics covered include:

- Process Selection
- Process Identification
- Process Modelling
- Process Analysis
- Process Improvement, Enhancement and Innovation
- Process Implementation and Organizational Change Management
- Process Controlling

**Duration: 3 days**



## **FACULTY OF SCIENCE & TECHNOLOGY CORPORATE PROFESSIONAL EDUCATION OFFERINGS**

### **Process Management Skills Series**

## **Business Process Modelling with BPMN**

Process modelling provides a way for graphically describing and analysing the business processes of an organization. It is an important tool to provide input to organizational re-engineering, process automation or software development processes.

This workshop introduces the Business Process Modelling Notation (BPMN), the industry standard for process modelling. BPMN provides a large variety of options for process modelling, which affords BPMN high expressive power but also high usage complexity. Topics covered include:

- Introduction to Business Process Modelling
- Origins and Scope of BPMN
- Basic Control Flow Modelling
- Organisational and Data Modelling
- Process Choreography and Process Orchestration
- Advanced Control Flow Modelling
- Exception Handling
- BPMN Conventions

**Duration: 3 days**



## **FACULTY OF SCIENCE & TECHNOLOGY CORPORATE PROFESSIONAL EDUCATION OFFERINGS**

### **Process Management Skills Series**

### **Introduction to Six Sigma**

The Six Sigma methodology has become a successful and popular methodology for designing and improving business processes by eliminating process defects, based on an established measurement methodology and a structured approach for changing business processes.

This one day course explores the main ideas of Six Sigma and introduces the continuous business process improvement approach DMAIC. After the training, participants will be familiar with each phase of the DMAIC cycle. The training uses a real-life business scenario as an introductory teaching case. Topics covered include:

- Origins and Idea of Six Sigma
- The DMAIC Cycle
- Case Study

**Duration: 1 day**



## **FACULTY OF SCIENCE & TECHNOLOGY CORPORATE PROFESSIONAL EDUCATION OFFERINGS**

### **Process Management Skills Series**

### **Six Sigma Green Belt Certification**

The Six Sigma methodology has become a successful and popular methodology for designing and improving business processes by eliminating process defects, based on an established measurement methodology and a structured approach for changing business processes.

This three day Green Belt accreditation course explores in depth the Six Sigma methodology and discusses in detail the business process improvement approach DMAIC. After the training, participants will be intensely familiar with each phase of the DMAIC cycle, as well with the established tools and methods in each step. The training uses a real-life business scenario as a consistent, ongoing teaching case, where each participant will explore DMAIC hands-on. Successful completion of this course affords participants the official accreditation as a Six Sigma Green Belt. Topics covered include:

- Origins and Idea of Six Sigma
- The DMAIC Cycle and other Six Sigma Methodologies
- DMAIC Tools and Techniques
- Extensive Teaching Case
- Examination and Certification

**Duration: 3 days**



## FACULTY OF SCIENCE & TECHNOLOGY CORPORATE PROFESSIONAL EDUCATION OFFERINGS

### Process Management Skills Series

### Business Process Automation

So you have created your BPMN models, what next? To unlock the true benefits of a process-aware organisation it is essential that process modelling efforts do not purely remain paper-based but are the prelude to automated support.

This one day course provides the basis for understanding and delivering solutions for business process automation. After the training, participants will be familiar with a collection of widely used process patterns to model automation requirements. Throughout the course a state-of-the-art process automation environment, namely YAWL, will be used to deepen understanding of principles and techniques taught. A real-life case study will take the participants on a journey starting with a process model in BPMN and ending with its execution in YAWL. Topics covered include:

- The gap between process modelling and process automation
- Process patterns for control-flow, data and resources
- YAWL: a reference language for process automation
- Advanced process automation topics

**Duration: 1 day**



## FACULTY OF SCIENCE & TECHNOLOGY CORPORATE PROFESSIONAL EDUCATION OFFERINGS

### Process Management Skills Series

### Service-Oriented Architecture

Service-Oriented Architecture (SOA) is a paradigm for efficiently organizing and using distributed resources within and across organizational boundaries. While SOA is often associated with a technology focus its true benefits, which include process improvement and streamlined utilisation of distributed resources, can only be realised by taking a more holistic business-oriented view.

This two-day course provides the means to understand how service identification and process-orientation can be key enablers for innovation and change in an organization. A real-life scenario will guide the participants in analysing and designing services and will show how to align these services with business processes. Topics covered include:

- Principles of SOA
- Service Analysis
- Service Design
- SOA practices and trends

**Duration: 2 days**



## FACULTY OF SCIENCE & TECHNOLOGY CORPORATE PROFESSIONAL EDUCATION OFFERINGS

### Process Management Skills Series

## Business Process Management Maturity

To ensure sustainable improvement in processes and business performance, an organisation needs to embed Business Process Management (BPM) practices at both a strategic and an operational level. To get maximum affect from the highly recognised benefits of BPM, an organisation needs to adopt BPM practices that are most suited to its own unique set of circumstances. Thus, progressing BPM to higher levels of maturity requires an understanding of BPM practices **and** the organisational environment that influences them.

This one-day course introduces the concept of BPM Maturity. First, it provides an overview of a number of maturity models, before expanding on the BPM Capability Maturity (BPMCM) model. Throughout the course, this model provides a base for exploring the measurement of BPM maturity and understanding the key issues affecting BPM progression. Topics covered include:

- Maturity Models
- Factors and Capability Areas included in the BPMCM model
- Measurement of BPM Maturity
- Core Maturity Concepts and Case Studies
- Building a BPM Roadmap for your Organisation

**Duration: 1 day**



## FACULTY OF SCIENCE & TECHNOLOGY CORPORATE PROFESSIONAL EDUCATION OFFERINGS

### Process Management Skills Series

### Designing a BPM Strategy

After conducting training in Business Process Management, related concepts, tools, and techniques, organizations are required to develop their own BPM strategy to foster progression in BPM initiatives and maturity.

This workshop reviews and discusses BPM topics, individualises the frameworks, methods and techniques, explores additional topics for implementing BPM organizationally (e.g., governance), and assists in mapping out the next steps in the BPM journey. Topics covered include:

- Developing a Process Architecture
- Developing Process Modeling Conventions
- Establishing BPM Governance Structures
- Process Performance Management

**Duration: 1 day**



## FACULTY OF SCIENCE & TECHNOLOGY CORPORATE PROFESSIONAL EDUCATION OFFERINGS

### Process Management Skills Series

### BPM Communication Strategies

Business Process Management is more than just a technical or business reengineering program, and needs to be entrenched into the management's and employee's hearts and minds for it to be successful. However very often, those who are savvy in the methods of BPM lack the appropriate but critical know-how of effective communication. In order to communicate the purpose and its positive aspect of the change, it is vital to build a strong communication strategy even before the deployment of BPM. This requires understanding stakeholder's needs and developing a point of difference that is meaningful and sustainable in generating long term buy-in within and across all levels of the organisation.

This 2-day workshop will draw on the principles of change management and communication practice. Strategies of identifying with stakeholders and alignment of team and individual goals would help further develop your skills in gaining quality support and dissolve resistance within your organisation. It will also provide you with the tools and methods to encourage visibility of the short-term process improvements and long-term enhancements in the process performance. The course will guide you in building your own communication process framework to win commitment and more favourable aspect of change to BPM.

**Duration: 2 days**



## **FACULTY OF SCIENCE & TECHNOLOGY CORPORATE PROFESSIONAL EDUCATION OFFERINGS**

### **Process Management Skills Series**

### **Selected Applications of Process Modelling**

Process modelling is a useful tool for documenting business processes in an easy-to-understand, comprehensive manner. Hence, process modelling is the essential cornerstone of BPM initiatives. However, organizations often struggle with facilitating and leveraging re-use of process modelling efforts. This workshop introduces advanced process modelling application areas, spanning organizational design as well as technical systems analysis.

Topics covered include:

- Enterprise Architecture Design
- Modelling for Process Simulation
- Process Performance Metrics
- Process Benchmarking
- Conventions and Release Management
- Modelling for Risk and Compliance Management
- Modelling for Business Process Automation

**Duration: 1 day**



## **FACULTY OF SCIENCE & TECHNOLOGY CORPORATE PROFESSIONAL EDUCATION OFFERINGS**

### **Process Management Skills Series**

### **Business Process Simulation**

Process Simulation is a powerful advanced technology that allows organizations to evaluate different process alternatives and process scenarios in a controllable environment. Process Simulation is a valuable approach to be used in process analysis, process performance measurement as well as for evaluating process improvement opportunities.

This workshop introduces fundamentals of simulation theory, essential metrics, and overviews simulation tools on the basis of comprehensive teaching cases.

Topics covered include:

- Simulation Theory
- Modeling Business Processes for Simulation
- Relevant Process Data and Metrics
- Simulation Tools
- Simulation Analysis
- Decision-making on basis of process simulation

**Duration: 1 day**