

# Business Process Optimisation and Modelling

## INTRODUCTION

- Business Process Optimisation and Modelling are essential components of Business Process Redesign (BPR), strategic development of organisational capabilities, as well as other business process improvement initiatives such as business process management (BPM), re-engineering, systems development, quality management and continuous process improvement.
- In this training course, participants will acquire knowledge and skills to develop a strategically aligned approach to business process optimisation; learn how to analyse and accurately model business processes from the enterprise level through to detailed workflow representation at the operational and project level. Participants will extend their ability to design effective organisational structures, activities and processes, and will acquire knowledge and skills to map and model business processes, measure and evaluate workflow and activities, and assign process owners.

Participants attending Business Process Optimisation and Modelling training course will develop the following competencies:

- Learn and apply a systematic approach to effective analysis of business processes
- Acquire skills to ensure that business process models accurately reflect reality and include all stakeholder requirements
- Understand how to use Business Process Modelling Notation (BPMN)
- Discover how to make best use of the International Institute of Business Analysis (IIBA) Business Analysis Body of Knowledge® (BABOK®)

## PROGRAMME OBJECTIVES

Business Process Optimisation and Modelling training course aims to enable participants to achieve the following objectives:

- Understand business processes and their components
- Apply process analysis, planning, and measurement concepts and techniques to their own organizations processes
- Define processes using the Business Process Modelling Notation (BPMN) standard
- Apply IIBA® BABOK® best practice business analysis standards
- Develop a business process architecture
- Analyse process customer requirements
- Specify measures of business process performance (KPIs)
- Diagnose the health of a business process
- Use process improve techniques to transform business processes

## WHO SHOULD ATTEND?

- Operations Managers
- Project Managers
- Process Managers
- Business Architects and Analysts
- Systems Architects and Designers
- Quality Managers



## TRAINING METHODOLOGY

- Participants on the Business Process Optimisation and Modelling training course will learn by active participation during the seminar through the use of a wide variety of instructional techniques, including process mapping. There will be group exercises to allow for a “hands on” approach to learning. Rapid learning of the methods and techniques is achieved by means of group work, participant discussion, facilitator interaction and constructive feedback.

## PROGRAMME SUMMARY

- In this training course, delegates will acquire the strategic thinking, knowledge and skills to create, develop, evaluate, and perform business process design and optimisation, and to deliver and collaborate on business analysis application. Delegates will use methods and tools from the IIBA® BABOK®, and apply Business Process Modelling Notation (BPMN) standards and practice.
- The main focus of the Business Process Optimisation and Modelling training course is to provide delegates with knowledge, understanding and practice, to stretch their analytical skills for business process mapping, requirements gathering, and process integration and alignment at the enterprise management, operational management, and task level.

## PROGRAM OUTLINE

### Understanding Business Processes

- The process views of organisations: an introduction to business processes
- Types of business processes
- Identifying and naming business processes (definitions and design)
- How to analyse the components of a business process
- Business process modelling concepts
- Practical orientation work
- Identifying different categories of business process
- Outline key business process elements

### Developing Business Process Models using Business Process Modelling Notation (BPMN)

- An introduction to Business Process Modelling Notation (BPMN)
- Basic BPMN elements
- Modelling business process events
- Organisational charts
- Organisational culture
- Technology enablers and constraints
- Operations management using BPMN
- Practical business process modelling work

### Introduction & Practice with Business Analysis Body of Knowledge® (BABOK®)

- An introduction to IIBA®
- Overview of Business Analysis Body of Knowledge® (BABOK®)
- Business architecture
- The role and value of systems thinking
- Representing business processes with diagrams
- Business process management (BPM)
- Practical business process optimisation work

### Tools and Techniques for Business Process Modelling, Evaluation and Executive Oversight

- Managing using business process models
- Prepare, conduct and perform requirements elicitation
- Manage stakeholder collaboration
- Design options and validation
- Identifying improvement opportunities using process models
- Strategic planning support with business process models
- Strategy implementation through improved processes

## Business Process Integration and Optimisation

- Identifying and Analysing Process Customers / Stakeholders
- Identifying Process Enablers
- Governance Analysis and Set Up
- Information Management
- Process Performance Improvements
- Practical Business Process Integration Work
- Risk Management Integration
- Asset and Knowledge Management Integration

