

Business Process Analysis and Modelling

Day 1: Introduction to Business Process Management (BPM)

Key Topics:

Definition and purpose of business processes

BPM lifecycle and principles

Process vs. function: understanding end-to-end flows

Role of BPM in performance improvement and digital transformation

Introduction to process architecture and frameworks (e.g., APQC)

Day 2: Process Discovery and Documentation Techniques

Key Topics:

Identifying and scoping processes

Data gathering techniques: interviews, observation, workshops

Process documentation: flowcharts, SIPOC, value stream maps

Levels of detail: high-level vs. detailed process mapping

Introduction to BPMN (Business Process Model and Notation)

Day 3: Process Analysis and Performance Measurement

Key Topics:

Identifying inefficiencies, bottlenecks, and pain points

Root cause analysis tools: 5 Whys, Fishbone, Pareto

Time, cost, quality, and risk metrics

Value-added vs. non-value-added activities

KPIs and process performance dashboards

Day 4: Process Modelling Tools and Techniques

Key Topics:

BPMN 2.0: events, tasks, gateways, subprocesses

Process simulation and “what-if” analysis

Tools overview: Signavio, Bizagi, Visio, Lucidchart, ARIS

Documenting business rules and exceptions

Linking processes to systems and roles (RACI)

Day 5: Process Improvement, Governance, and Change Management

Key Topics:

Lean Six Sigma, Kaizen, and continuous improvement methods

Governance of process changes

Embedding process culture in the organization

Aligning process changes with strategy and compliance

Change management and stakeholder engagement