

## 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)
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### 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)
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### 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
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## 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

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