



TM235-3D: Certificate in Advanced Business Process Analysis, Mapping & Modelling

Training Description:

This state-of-the-art course in business management will provide participants with the latest tools and techniques that will enable them to deliver radical change in their departments incorporating 'best practice'. This allows participant's organizations to achieve significant improvements in the efficiency of their operations and the effectiveness of their product and service delivery. This course will equip participants with the business process modeling (BPM) and improvement skills that are fundamental to the successful re-design of the business within their organizations.

Business process modeling and analysis is a crucial component of business process improvement (BPI) efforts. It is also a critical but often overlooked activity in new systems development. Transitioning to e-Business mandates rigorous business process modeling.

Further, this intensive training course will introduce participants to key techniques in documenting, process modelling tools, techniques, how to practically apply them, how to select and evaluate methods and tools that are right for your project and fit your organization's culture, key techniques in documenting and analyzing current or future business processes and identifying long and short term business process improvements.

This course is also designed to give participants a clear understanding of business process mapping and modelling and the different techniques that can be used for the purpose.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Apply and gain proper techniques, tools and procedures on modelling business process
- ✓ Improve business processes through modeling current and future workflows
- ✓ Identify the various steps in a process-modeling project
- ✓ Employ sound business processing tools and techniques to help improve the effectiveness of their organization
- ✓ Integrate business process and logic
- ✓ Establish how analysis techniques differ
- ✓ Describe emerging process and process issues
- ✓ Gain an in-depth working knowledge of contemporary process flows
- ✓ Explore emerging technology to implement process flows
- ✓ Analyze integration and assessment techniques for enterprise scale projects
- ✓ Assess issues covering inference models, reference model analytics, package model analytics and inferred impact
- ✓ Explore examples of workflow and analytic modelling tools used today

Training Designed for:

This course is intended for professionals who work in the areas of process optimization and process improvement. Further, the course is valuable for Managers, Supervisors, Business Analysts, Business People and change agents who are in improving business processes and productivity their organizations.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ PRE-TEST
- ❖ Introduction
- ❖ **Business Process Modeling (BPM)**
 - Definitions of BPM
 - The Business Process Model
 - Business Processes and Logic
 - Overview of the Steps Benefits and Difficulties
 - Targeting Productivity Improvement
- ❖ **Process Modeling**
 - Overall Process Charts
 - Activity Flow Diagrams
 - Examples of Several Popular Techniques
 - Modeling Issues
 - Examples of Workflow/Analytic Tools Used Today

DAY TWO:

- ❖ **Analyzing Processes**
 - Analysis Techniques
 - What Can we Learn from “Process Models”
 - Conducting a Process Walkthrough
 - Identifying Opportunities for Improvement
 - Conducting an Assessment of Process Change
 - Integration and Assessment Techniques for Enterprise Scale Projects
- ❖ **Creating New Processes**
 - Conducting Research
 - Benchmarking
 - Breaking Through the Creative Barriers
 - Emerging Processes and Process Issues
- ❖ **Practical Exercises/Case Studies**

DAY THREE:

- ❖ **Validating New Processes**
 - Developing Scenarios
 - Advantages of Scenarios

- Implementing Process Flows
- ❖ **BPM Tools**
 - Defining Requirements
 - Aligning Requirements with Tool Capabilities
 - Building the Evaluation Matrix
 - Sources for Tools
- ❖ **Course Conclusion**
- ❖ **POST-TEST and EVALUATION**

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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