



ONLINE BUSINESS PROCESS MANAGEMENT COURSES

Developed by BPM Industry Experts



BPM FOUNDATIONS & PROCESS MAPPING COURSE

4 Hours Concept-Based Videos,
17 Practical Exercises



PROCESS ANALYSIS & IMPROVEMENT COURSE

4 Hours Concept-Based Videos,
32 Practical Exercises

COURSE HIGHLIGHTS

- ✓ Highly reviewed and rated by BPM Professionals
- ✓ Designed to Focus on your current BPM challenges
- ✓ Good Blend of Practice and Theory
- ✓ Curriculum developed by BPM experts with 20+ years' experience of working with leading organisations
- ✓ Access to advanced BPM tool to apply the concepts learned
- ✓ Get Professional Certification
- ✓ Concepts based on learnings from over 200+ successful BPM implementations
- ✓ Tried and tested techniques relevant to any industry

Duration: 16 hours



BPM FOUNDATIONS AND PROCESS MAPPING COURSE

COURSE OVERVIEW

Through 16 hours of concept-based learning material, including videos and practical exercises, master the basics of Business Process Management (BPM) and learn the essentials of process mapping. Understand how you can easily create accurate and standardised process maps and learn best practices for building an effective process library.



4 Hours
Concept Learning



17 Practical
Exercises



Downloadable Workbooks
and Cheatsheets



Downloadable exercise
book



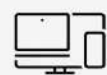
Free access to advanced BPM
tool to undertake your exercises



Recognised Certificate of
Completion



60 Days
Access



Multi-device
Compatibility

WHO SHOULD ATTEND?

This course is ideal for those who:

- ✓ Map business processes for their organisation or their own business unit
- ✓ Set business process mapping standards
- ✓ Set business process mapping symbols and rules
- ✓ Quality assure business process maps
- ✓ Are establishing or leading a business process mapping team



WHAT WILL YOU ACHIEVE?

Upon completion of the course you can:

- ✓ Map a business process using globally accepted BPMN standards
- ✓ Review and quality assure business process maps
- ✓ Establish business process mapping standards
- ✓ Establish business process mapping rules
- ✓ Source accurate and appropriate process information
- ✓ Identify priority processes for improvement
- ✓ Record process and task attributes

COURSE TOPICS & LESSONS

Module

01

Videos: 06
Exercises: 04

BPM Foundation Concepts

- What is a business process?
- Why manage business processes?
- Why do process mapping initiatives fail?
- Centralised Vs Decentralised process mapping teams
- The PRIME Circle of Excellence
- Identifying Process Stakeholders
- Business Process Management Methodologies (Lean, Six Sigma, BPM)

Module

02

Videos: 09
Exercises: 05

Process Architecture/ Library/ Taxonomy/ Hierarchy

- What is a process architecture?
- Functional Process Architecture Vs Value Chain
- How to conduct a workshop to gather process library information
- Building an effective process library
- Identifying priority processes for a mapping initiative
- Scoping your process mapping initiative

Module

03

Videos: 04
Exercises: 02

Effective Information Gathering Techniques

- Interview vs workshop vs brainstorming sessions for information gathering
- Identification of the right stakeholders
- Sourcing accurate and appropriate process information
- Process interview preparation
- Do's and don'ts of process interviews
- Scoping your workshops, interviews, and brainstorming sessions

Module

04

Videos: 09
Exercises: 02

BPMN

- Introduction to Business Process Modelling Notation (BPMN)
- BPMN 1.2 vs BPMN 2.0
- BPMN Basic and Advanced symbols and its meaning
- Business process mapping rules
- Business Process Mapping Do's and Don'ts
- Effective use of BPMN to depict appropriate business scenarios

Module

05

Videos: 04
Exercises: 04

Business Process Interviewing and Governance

- Preparing for a process interview/workshop
- Conducting an effective process interview and workshop
- Gathering process approvals and confirmations
- Effectively gathering surrounding process information such as business rules, KPIs, risks, task attributes, etc.
- Customer Journey Mapping

Enroll Now : <https://prime.talentlms.com/catalog/info/id:133>

PROCESS ANALYSIS AND IMPROVEMENT COURSE

Duration: 13 hours



COURSE OVERVIEW

With this 13-hour course, learn expert techniques for process analysis and improvement, including identifying non-value-add activities; time, cost and benefit analysis; and creating future simulations for process improvement ideas. Gain the detailed skills and competency required to take your organisation to the next level of business maturity.



47 Lessons
worth 4 hours



6 Demonstration
Videos



8 Answer
Videos



32 Exercises
worth 8 hours



4 Quizzes
worth 1.5 hours



Free Access to Advanced BPM
Tool to Undertake your Exercises



Recognised Certificate
of Completion



60 Days
Access

Note: Process Analysis and Improvement Course is the second installment of the PRIME BPM's Online Business Process Management Course Series. It is a pre-requisite to have completed the first level, BPM Foundations and Process Mapping Course to progress to this course, as it provides the base for many of the exercises.

If you enroll for both the courses together, you are eligible for a 50% discount on the second course.

GET THE DISCOUNTED COURSE PACKAGE

WHO SHOULD ATTEND?

This course is ideal for those who:

- ✓ Contribute on an operational level to a Business Process Improvement initiative
- ✓ Analyse and Improve business processes
- ✓ Develop process and procedure documentation
- ✓ Undertake and manage change in the organisation
- ✓ Need to adopt a “process orientated” way of thinking
- ✓ Are establishing or leading a Business Process Management team
- ✓ Are seeking to gain a new skill set or change in career direction



WHAT WILL YOU ACHIEVE?

On the completion of the course, you can:

- ✓ Identify business processes
- ✓ Model / Map business processes
- ✓ Analyse process value, cost, time, efficiency
- ✓ Identify non-value-adding activities
- ✓ Conduct effective root cause analysis
- ✓ Understand business improvement opportunities
- ✓ Monitor business processes
- ✓ Manage business process change
- ✓ Lead BPM initiatives

COURSE TOPICS & LESSONS

Module

01

Videos: 06
Quiz: 01

A Quick Recap on Process Mapping

- The PRIME Methodology
- Gathering process task attributes
- Cost Inputs and Organisation Unit Settings

Module

02

Videos: 14
Exercises: 12

Process Analysis Techniques

- Identifying non-value adding activities
- Analysing and calculating process value
- Analysing and calculating process time
- Plan resources with Full Time Equivalent (FTE)
- Analysing and Calculating Process Cost
- Analysing Overhead Cost Settings
- Analysing and Calculating Process Efficiency
- Analysing and Consolidating Process Issues
- How to conduct effective root cause analysis

Module

03

Videos: 13
Exercises: 13

Process Improvement

- Identifying and selecting process improvement ideas
- Estimating cost of change
- Creating simulated future state process
- Conducting time, cost and benefit analysis of improvement / process simulation
- Gaining process approval for implementation

Module

04

Videos: 09
Exercises: 05

Implementation

- Preparing and planning for the implementation
- Assigning and executing work packages
- Finalising the future state process
- How to carry out impact analysis
- Identifying training requirements
- Delivering process training
- Preparing for Go Live

Module

05

Videos: 03
Quiz: 02

Monitoring and Collaboration

- Monitoring and adjusting processes for continuous improvement
- Making process improvement a BAU
- Ensuring collaborative approach for optimal improvement

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"Delivering specialised Business Process Management programs for the past 20 years"

WHAT OUR PARTICIPANTS SAY

TRISH WEST
Water Corporation

“

The course provided an excellent balance of theory and practical.

”

JOHN GOODGAME
Westfund

“

The course exceeded my expectations. I could see huge leaps in terms of capabilities.

”

FARSHID MOMEN
Dear Watson

“

The presenter was lucid. The training material was clear and concise.

”

TANYA BRAIN
Westfund

“

The Course was very good with a lot of information

”

CURATED BY PRIME BPM

Having trained hundreds of leading organisations, PRIME BPM has been at the forefront of delivering specialised Business Process Management programs for the past 20 years. Created by BPM experts, our highly rated courses are focused on addressing your real-life pain points.

ORGANISATIONS TRAINED



Queensland Government
Queensland Treasury



& many more...



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