

Business Process Analysis and Redesign

28-30 June 2017 or 29-30 November and 1 December 2017

Learn to analyse and ultimately improve the business processes in your organization with this 3-day public course offered by QUT's BPM Discipline.

The BPM Challenge

Improving business processes is on top of the agenda for chief and senior executives. This requires a solid understanding of current and future business processes and their alignment with business objectives. Business Process Management (BPM) is an integrated set of concepts, methods and tools surrounding the definition, implementation, execution and improvement of business operations. The demand for BPM is driven by the need for increased operational excellence and cost-effective compliance practices. BPM forms a widely recognised aligning foundation for IT projects and is a key issue in discussions related to outsourcing and mergers. Not surprisingly, global analyst firms have identified BPM as the number one priority of CIOs for a number of years.

Our Offering

This public 3-day course, part of our training series on Business Process Management (BPM), is about business process analysis and redesign. After introducing the principles and the values underpinning the BPM discipline, the course presents a structured approach to business process lifecycle management, with a focus on the two key phases of process analysis and redesign. For each of these phases, the course illustrates the underlying techniques and associated state-of-the-art methods, and demonstrates their application on real-life processes. You will be exposed to a range of techniques for qualitative and quantitative process analysis to unearth issues affecting process performance, and use these as input to devise a range of process change options, on the basis of both transactional and transformational process redesign techniques. Numerous practical exercises and a final case study help put in practice the content learned throughout the course.

CONTENT AT A GLANCE

Day 1

- Introduction to BPM
- The BPM lifecycle
- Introduction to process analysis
- Qualitative analysis techniques (value-added analysis, waste analysis, root-case analysis)
- Issue consolidation

Day 2

- Quantitative analysis techniques (flow analysis, queues, simulation)
- Pitfalls of process analysis
- Introduction to process redesign
- Transactional process redesign (heuristics-based redesign)

Day 3

- Transformational process redesign (re-engineering, process model canvas)
- Process improvement portfolio
- Pitfalls of process improvement
- Final case study

Audience

This course addresses the needs of individuals that want to gain or strengthen process improvement capabilities. The course is relevant to business personnel involved in process modelling and improvement projects, IT staff involved in process automation initiatives, and executives involved in BPM and strategic development projects.

Participants will receive a "Certificate of Participation" documenting their gathered understanding of the course content. A "Certificate of Achievement" with a pathway to QUT's award courses such as the Master of BPM and the new Graduate Certificate in BPM, is also available upon completion of relevant assessments for this course.

Our Trainers

QUT's BPM Discipline, among the top five BPM training providers in the world, according to Forrester Research (BPM Training and Certification Programs, Q2 2012), features internationally seasoned instructors with sound academic and professional experience. No other BPM training facility in Australia can lay claim to the robust thought-leadership of our team.

Extensive research publications, a rich international network and the continuous involvement in relevant R&D activities ensure that our BPM training remains cutting-edge yet at the reach of organisations of different sizes.

Course, Costs and Registration

Business Process Analysis and Redesign is offered as a 3-day workshop (9:00am - 5:00pm each day).

The course fee of **\$2,310** per person includes GST, catering, all course material, additional readings and comprehensive feedback. 25% discount applies to current QUT students and staff; 15% discount applies to QUT alumni; group discounts are also available. The assessments (project + exam) attract an extra fee.

More information and the online registration can be accessed by scanning the QR code below or by visiting <http://bpm-training.com/upcoming-courses>.

This course complements the content of our public course on Business Process Modelling with BPMN. Find out more about all our BPM courses at <http://bpm-training.com> or contact us directly.

Contact

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This is what our Clients say

"As the director who undertook the course I personally recommend it and will be spreading the methodology through the Financial Services area I manage as well as the rest of our company."

"Much more enjoying and challenging of preconceptions than I anticipated."

"The organisation of the seminar from registration to finish was excellent."

"Excellent relevance to today's market's needs."

"It was spot-on for my requirements."

"Pitched at correct intellectual level; real life examples; humour; tasks in the case study and constructive feedback on the day and afterwards."

"QUT were prepared to provide good, 'real world' knowledge to the group."

"The groundwork to develop this course to match our needs was well orchestrated and paid off. The professionalism of all presenters was refreshing."