BPM Training

QUT
Queensland University of Technology
Brisbane Australia

Strategic Business Process Management
7-9 June 2017 or 1-3 November 2017

Get BPM in line with your organisation's strategic priorities!

Learn how to gain support, drive and monitor a BPM program, and how to continuously align it to your organisation's strategy, 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 course provides the strategic skills for yielding performance improvements and innovation by leading an entire BPM program within an organisation. Participants will learn the principles underlying BPM and apply these to develop a strategy for implementing and running BPM projects within an overarching program, and assessing their progress. They will further learn how to secure support and dissolve resistance within the organization, and how to ensure that the program is continuously aligned with the organisation's strategic priorities, so that BPM remains relevant and effective.

CONTENT AT A GLANCE

Day 1
- Introduction to BPM
- Principles and value proposition of BPM
- BPM and other improvement disciplines
- BPM critical success factors and capabilities
- Assessing the maturity of a BPM program

Day 2
- BPM strategic alignment: strategy & BPM implications, metrics, voice of the customer
- BPM governance: roles, responsibilities, decision processes, standards, efficient measurement

Day 3
- The importance of people and culture for BPM success
- How to sell BPM internally
- How to marry BPM technology with business needs

Audience

This course addresses the needs of individuals that want to strengthen and improve their BPM management capabilities. We cover topics relevant for directors, BPM program/project managers and process owners involved in strategic decision-making and project management. Since the course provides a deep understanding of the management implications for running a BPM program, it can also be relevant for analysts and consultants involved in BPM initiatives.

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

Strategic Business Process Management 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 our operational courses on BPM such as Business Process Modelling with BPMN and Business Process Analysis and Redesign. 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."