BPM Training
Globally recognised Business Process Management training program from QUT

Queensland University of Technology
Brisbane Australia

a university for the real world®
The globally recognized BPM Training of Queensland University of Technology offers a comprehensive range of on-site courses to increase your Business Process Management (BPM) capabilities. These courses span from managerial aspects such as designing, communicating and governing your BPM strategy, through to operational aspects such as discovering, modelling, analysing, improving and automating your day-to-day business processes.
Top priority: process improvement

Improving business processes is on top of the agenda for chief and senior executives across the globe. 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 demands for increased operational excellence and cost-effective compliance practices.

BPM forms a widely recognized aligning foundation for IT projects and is a key issue in discussions related to outsourcing and mergers. Not surprisingly, global analyst firms have identified Business Process Management as the number one priority of corporate executives for a number of years.

BPM skills gap

Private and government organisations are increasingly demanding specialised and definitive knowledge and skills in BPM relevant to their environments and stakeholder bases. In response to this, QUT’s BPM Training intentionally seeks to raise the level of interest, competence and excellence in BPM.
Our offering

BPM Training is rated as “strong performer” in the provision of BPM courses by Forrester Research. It is an established professional service provided by members and affiliates of QUT’s BPM Discipline.

The BPM Discipline

The BPM Discipline is part of QUT’s Science and Engineering Faculty, and is one of the largest and most influential BPM research groups in the worlds, benefitting from significant third-party funded research projects and major industry linkages. The BPM Discipline includes members from QUT’s Science and Engineering Faculty as well as a number of high-profile affiliated academics from around the globe.

Always at the forefront of BPM research, the BPM Discipline has an international and local portfolio of expertise in Business, Information Systems and Computer Science. Co-founder of the BPM Center - the largest online repository of BPM research papers, the BPM Discipline hosts applied research programs that are of global significance. Examples of these are the Retail Innovation program which looks at exploring and exploiting technology and process innovation potential within the retail sector, and the Airport of the Future program which ties in multi-disciplinary international collaborative expertise to improve airports across the globe.
“Thorougly enjoyed this session. Lessons and theories learned will be put in place in my current role”, Dep. of Human Services, May 2012

“Great model for teaching – e.g. building concept layers on each other”, Qld Dep. of Transport and Main Roads, May 2010

“I think I finally understand what and how to do it”, Qld Shared Service Agency, April 2009

“There was a lot for me to absorb but it was made easier by the construction of the day due to the trainer’s expertise in content and adult learning”, Qld Dep. of Education and Training, August 2008

“Presentation was clear, concise, informative and contributed significantly to my knowledge of BPM”, Qld Shared Service Agency, August 2008

“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”

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

Courses range from beginner to advanced levels of knowledge and skill and can be customised to suit organisational and/or professional learning needs. Frequent case studies and hands-on exercises are part of each course to continuously apply the learned content.

Courses of five days or longer may be credited towards a postgraduate qualification such as a masters degree.

A selection of our courses, including a description of these courses, is provided below. For more information on our BPM courses, and for the complete offering, visit http://bpm-training.com.

Introduction to BPM (1 day)

Introduction to the core principles and practices of Business Process Management. This course provides an overview of many state-of-the-art methods and covers selection and adoption of a customized BPM approach.

- BPM history and related disciplines
- BPM value proposition
- BPM lifecycle
- BPM maturity
- Case studies

Designing a BPM strategy (1 day)

This course provides the strategic skills for leading BPM initiatives within an organisation. It discusses BPM topics, individualises the frameworks, methods and techniques, explores additional topics for implementing BPM organisationally and assists in mapping next steps.

- Establishing a BPM strategy
- Developing a process architecture
- Developing modelling conventions
- Developing performance measurements
- Building a BPM roadmap
BPM communication strategies (2 days)
A guide to building a communication process framework to support change and commitment to BPM, this workshop draws on principles of change management and communication practice for strategy development, stakeholder identification, and team and individual goal alignment.

The course will teach methods for:
- Championing BPM
- Overcoming resistance
- Encouraging BPM visibility
- Measuring BPM communication effectiveness

Business process identification, analysis & improvement (3 days)
A structured approach to BPM, with a focus on the three key phases of process identification, analysis and improvement. For each phase, the course illustrates the underlying techniques and associated state-of-the-art methods, demonstrating their application on real-life processes.

- Process identification
- Qualitative process analysis
- Quantitative process analysis
- Process improvement by enhancement, derivation, utilisation and innovation
- Pitfalls of process analysis & improvement

BPM maturity (1 day)
This course provides an overview of several BPM maturity models, before expanding on the BPM Capability Maturity (BPMCM) model, which provides a base for exploring BPM maturity measurement and understanding key issues affecting BPM progression.

- Maturity models
- Factors and capability areas in the BPMCM model
- Measurement of BPM maturity
- Case studies

Business process modelling with BPMN (3 days)
This course presents in a step-by-step manner the subject of process modelling, using BPMN 2.0 — the official industry standard for process modelling, widely endorsed by vendors worldwide.

- Introduction to process modelling
- Origins and scope of BPMN
- Basic control-flow modelling
- Organisational and data modelling
- Advanced control-flow modelling
- Events and exception handling
- Process choreographies
- Modelling conventions
Business process automation (1 day)

To unlock the true benefits of BPM it is essential that process modelling efforts do not purely remain paper-based but are the prelude to automated support. This course provides the basis for understanding and delivering solutions for business process automation.

- Understanding BPM systems
- Advantages and challenges of introducing BPM systems
- Turing process models executable

Introduction to Lean Six Sigma (1 day)

Introduction to the Lean Six Sigma methodology, with a focus on the DMAIC (Define, Measure, Analyse, Improve, Control) approach for continuous business process improvement.

- Origins and Idea of Six Sigma
- The DMAIC Cycle

Lean Six Sigma Green Belt Certification (3 days)

In-depth exploration of the Lean Six Sigma methodology and detailed discussion on the DMAIC (Define, Measure, Analyse, Improve, Control) approach for continuous business process improvement, including established tools and methods for each step.

- Introduction to Lean and Six Sigma
- The DMAIC cycle
- Lean Six Sigma and BPM

Leading business process innovation (2 days)

This course provides the strategic skills for yielding innovation in an organisation via BPM. You will learn how to embed improvement approaches within an overarching organizational strategy, and assess the progress of BPM initiatives within their company, secure quality support for BPM and dissolve resistance.

- BPM value proposition
- Process improvement portfolio
- Process improvement via innovation
- Assessing BPM maturity
- Designing a BPM strategy
- Establishing a BPM governance structure
- Communicating the value of BPM

Principles of service-oriented architectures (2 days)

Service-Oriented Architecture (SOA) is a paradigm for efficiently organising and using distributed resources within and across organisational boundaries. While SOA is often associated with technology, its true benefits, including process improvement and streamlined utilisation of distributed resources, can be realised only by taking a more holistic business-oriented view.

- SOA as a key enabler for innovation
- The SOA lifecycle (service analysis, design, implementation, monitoring)
- Relation between SOA and BPM
In the last 4 years, we have trained nearly 400 people from over 30 different organizations, leading to a total of over 1,200 training days.

Overall, since 2005, the year in which we started our training program, we have delivered more than 2,200 training days.
Our trainers

Our team consists of internationally seasoned instructors with first class academic and professional experience. No other BPM training facility in the Asia-Pacific region can lay claim on the robust thought-leadership of the team behind QUT’s BPM Training.

Extensive publications, a rich network spanning the globe and continuous ground-breaking research efforts within the discipline ensure that QUT’s BPM Training remains cutting-edge yet attainable for small to medium-sized organisations right through to large multi-national corporations.
Professor Michael Rosemann

Head of QUT’s IS School
General Chair of the BPM 2007 Conference
Chair of the Australian BPM Community of Practice
Comprehensive consulting experience
Editor/author of six BPM books
More than 130 publications
Member of the editorial board of various journals
Regular speaker at BPM events around the world
Expert on process innovation, change management, process analysis, improvement, BPM governance and maturity

Professor Jan Recker

Woolworths Chair for Retail Innovation
Editor/author of three BPM books
More than 80 publications on BPM topics
Member of the editorial board of various journals
Regular speaker at BPM practitioner forums
Expert on process design and innovation, process analysis, improvement and Lean Six Sigma
Head of QUT's BPM Training

Author of the first comprehensive textbook on BPM, and editor of one BPM book

More than 70 publications on BPM topics

Co-founder of QUT’s BPM Roundtable

Regular speaker at BPM events around the world

Expert on process modelling, automation, consolidation of process model collections and service-oriented architectures

Associate Professor Marcello La Rosa

Senior Lecturer on BPM

Course coordinator for QUT’s Master of BPM course

More than 60 publications on BPM topics

Regular speaker at BPM practitioner forums

Expert on process analysis, improvement, Lean Six Sigma and business communication

Dr Wasana Bandara
Dr Moe Wynn
Senior Lecturer on BPM
More than 40 publications on BPM topics
Expert on process modelling, automation, mining, database technologies and e-commerce

Dr Thomas Kohlborn
Postdoctoral research fellow at the Woolworths Chair for Retail Innovation
Regular industry involvement
Expert on process modelling, analysis, improvement and Lean Six Sigma

Stephan Clemens
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