

Business Process Modelling with BPMN and Improvement

5-8 June 2018 or 13-16 November 2018

Learn to understand, model, and improve your business processes with this 4-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 is a widely recognised discipline that lays the 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 4-day course covers the main techniques required to undertake a business process improvement project. This course starts with an introduction to the main concepts of BPM, followed by a structured approach to business process lifecycle management, with a focus on process identification, process analysis, and process improvement phases. For each of the BPM lifecycle phases covered, this course teaches a set of techniques commonly used to achieve desired process improvement outcomes and demonstrates their application to real-life processes.

Given the importance of process modelling in a process improvement project, this course dedicates a significant amount of time covering the way in which business processes can be modelled using the standard process modelling language: the Business Process Model and Notation (BPMN) language. Numerous practical industry-informed exercises and a final case study help put into practice the content learned throughout the course.

CONTENT AT A GLANCE

Day 1

- Introduction to BPM
- Process identification and discovery
- Introduction to process modelling
- Basic control-flow modelling with BPMN

Day 2

- Activity markers
- Basic event handling
- Exception handling
- Comprehensive modelling exercise

Day 3

- Qualitative process analysis techniques
- Quantitative process analysis techniques
- Process improvement
- Process re-design principles

Day 4

- BPMN choreography and conversation diagrams
- Process automation
- Process mining
- Case study exercise

Audience

This course addresses the needs of individuals that want to strengthen and improve their process modelling, analysis, and 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.

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 experienced instructors with relevant academic and professional expertise. 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 Certification

Business Process Modelling with BPMN and Improvement is offered as a 4-day workshop (9:00am – 5:00pm each day).

The course fee of \$3,200 per person + GST includes 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.

At the end of the course, 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 Graduate Certificate in BPM is also available if the participant passes a QUT-internal exam, plus a project-based assessment. This option attracts an extra fee of \$1,000. No discount applies to the assessment fee.

This course complements our other courses on BPM, such as Strategic BPM, Business Process Data Analytics, and Lean Six Sigma.

Find out more about all our BPM courses and registration at <http://bpm-training.com> or contact us directly.

Contact

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What our Clients said about our courses

"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."

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

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

"The scenarios were really useful and I thought there was a good balance between theory and practical exercises."

"Course content interesting and relevant to my role. Excellent presentation of course materials"

"Best training course I've attended. ... I'm looking forward to learning more."

"Thank you for taking us through the course. Looking forward to getting involved in projects to reach certification."

"The Real life scenarios were most valuable."