BPM Training

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 at the top of the agenda for 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 for 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 the 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 who 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 to 5:00pm each day).

The course fee of $3,200 per person plus 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.

Participants will receive a "Certificate of Attendance" documenting their participation in the course.

A "Certificate of Attainment" with a pathway to QUT award courses is also available if the participant passes a QUT-internal exam and a project-based assessment.

Recipients of the Certificate of Attainment who satisfy additional QUT *entry requirements* for an *award course* will be granted Advanced Standing for the equivalent award unit. Please visit https://www.qut.edu.au/study/study-areas/information-technology-courses for the latest information on the entry requirements. There is a 3-year time-frame from completion in which to gain the Advanced Standing.

The assessment option attracts an additional fee of $1,000 plus GST. No discounts apply to assessment fees. You can apply to sit for the assessments after you have completed one of our courses by contacting us directly.

This course complements our other BPM courses: Strategic BPM, Business Process Data Analytics, and Lean Six Sigma Green Belt. Find out more about all our BPM courses, certification pathways, and online 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."