BPM Training

Strategic Business Process Management
13-15 June 2018 or 27-29 November 2018

Get all processes 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 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 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 organisation, 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 as a holistic 'whole of organisation' strategy
- 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 who 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.

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

Strategic Business Process Management is offered as a 3-day workshop (9:00am to 5:00pm each day).

The course fee of $2,400 plus GST per person includes catering, all course material, additional readings and detailed 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: Business Process Data Analytics, Business Process Modelling with BPMN and Improvement, and Lean Six Sigma Green Belt. Find out more about all our BPM courses, certification pathway, and online registration at http://bpm-training.com or contact us directly.

Contact

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What our Clients say 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."