

SSM 101: Business Process Analysis and Modelling

Introduction

Business process analysis and modeling is an essential component of Business Process Redesign (BPR) as well as other business process improvement initiatives such as reengineering, systems development, quality management and continuous process improvement. In this course the participants will acquire the knowledge and skills to analyse and accurately model business processes at the enterprise level as well as the detailed workflow level.

In this course delegates will acquire the knowledge and skills to map and model business processes at enterprise level as well as detailed workflow level. The course also provides a step-by-step approach to effectively analyse processes to ensure that business process models accurately reflect reality and includes stakeholder requirements.

Delegates will learn the Business Process Modelling Notation (BPMN). This is a widely-used, open modelling standard that combines business-friendliness with the precision required to effectively implement and automate business processes. It is easy to understand and can be applied to all aspects of business process innovation. Practical analysis and modelling work using the techniques is done throughout the course.

Business process analysis and modeling are important because:

- The accurate description of business processes requires rigorous analysis
- Business process models provide a baseline from which to improve
- Analysis and modeling facilitates improvement through uncovering anomalies, redundancies and deficiencies
- Models provide the basis for studying and testing a process design and measuring process outcome
- Business process models transform ephemeral knowledge into a tangible business asset - reusable models that all can understand
- Models provide clear business process definitions for the effective operation of the business.

Objectives

This course aims to enable participants to achieve the following objectives:

- Understand business processes and their components
- Apply process analysis concepts and techniques
- Define processes using Business Process Modelling Notation (BPMN)
- Develop business process architecture
- Analyse process customer requirements
- Specify measures of business process performance
- Diagnose the health of a business process
- Use process improve techniques to transform business processes

Organizational Impact

- Enable a process-centred organisational culture
- Facilitate radical and continuous improvement in the organisation
- Accurately define the work of the organisation through the use of business process models
- Contribute to the achievement of breakthrough organisational performance

Personal Impact

- Objectively obtain the right information to build business process models
- Effectively apply best-practice business process modeling techniques
- Confidently contribute to business process improvement initiatives

Who Should Attend?

The course is designed for Business Managers, Business Process Analysts, Process Owners, Business and Systems Analysts, Information Technology Professionals, BPM Project Leaders, BPM Project Team Members and Quality Specialists.

Course Outline

Understanding Business Processes

- The process view: an introduction to business processes
- Types of business processes
- Identifying and naming business processes
- How to analyse the components of a business process
- Business process modelling concepts
- Practical analysis work

Developing Business Process Models using Business Process Modelling Notation (BPMN)

- An introduction to Business Process Modelling Notation (BPMN)
- Modelling business process events
- Representing detailed branching and joining logic
- Business process patterns
- Modelling processes using the basic BPMN elements
- Practical business process modelling work

Advanced Process Modelling Using BPMN

- Extended BPMN modelling elements
- Developing hierarchical diagrams
- Using pools and lanes
- Handling process exceptions
- Practical business process modelling work

Analysing Business Processes

- Introduction to business process architecture
- Identifying and analysing process customers
- Diagnosing process health
- Process performance analysis
- Identifying process enablers

Improving Business Processes Using Models

- Identifying improvement opportunities using process models
- Moving from as-is to to-be models
- Describing improvements using process models
- Implementing improved processes
- Choosing the right modelling tool