

DAY 1

Understanding Business Processes

- Overview and Key Concepts
- An Introduction to Business Processes
- Types of Business Processes
- Identifying and Naming Business Processes
- How to Analyse the Components of a Business Processes?
- Business Processes Modelling Concepts
- Practical Analysis Work

DAY 2

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

- An Introduction to Business Process Modelling Notation (BPMN)
- The Mechanics of Business Process Modelling
- Modelling Business Processes Events
- Representing Detailed Branching and Joining Logic
- Business Processes Patterns
- Modelling Processes using the Basic BPMN Elements
- Practical Business Process Modelling Work

DAY 3

Advanced Process Modelling Using BPMN

- Extended BPMN Modelling Elements
- Developing Hierarchical Diagrams
- Using Pools and Lanes
- Handling Process Exceptions

DAY 4

Analysing Business Processes

- Introduction to Business Process Architecture

- Identifying and Analysing Process Customers and Gaps
- Challenging Legacy Business Rules
- Diagnosing Process Health
- Process Performance Analysis
- Identifying Process Enablers

DAY 5

Improving Business Processes Using Models

- Eliciting and Discovering Business Knowledge
- 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