Business Process Manager (BPM)

Duration: 5 days (40 Hours)

Training Objectives:

Day 1: Foundations of BPM & Process Re-Engineering

Module 1 – The Fundamentals of Business Process Management

1. What is Business Analysis?

- Role of business analysis in process improvement

2. What is Enterprise Content Management (ECM)?

- Managing information and knowledge assets

3. Enterprise Content Management Model

- Components and workflows

4. What is Business Process Re-Engineering (BPR)?

- Incremental vs radical improvement

5. Business Process Re-Engineering Model

- Key stages and principles

📝 *Activities:* Process identification exercise, AS-IS vs TO-BE discussion

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Module 2 – Defining Business Process Management

1. What is Business Process Management (BPM)?

- BPM as a management discipline

2. Brief History of BPM

- Evolution from TQM and BPR

3. Benefits of Business Process Management

- Efficiency, quality, agility, cost reduction

4. Reflecting on Processes

- Process thinking mindset
- Identifying improvement opportunities

📝 *Activities:* Process reflection worksheet

Day 2: Business Process Life Cycle & Engineering

Module 3 – The Business Process Life Cycle

1. Vision Phase

- Strategic alignment of processes

2. Design Phase

- Defining process objectives and scope

3. Modeling Phase

- Process mapping and documentation

4. Execution Phase

- Implementing designed processes

5. Monitoring Phase

- Measuring performance

6. Optimizing Phase

- Continuous improvement

📝 *Activities:* BPM lifecycle case study

Module 4 – Business Process Engineering

1. Business Process Engineering

- Engineering processes for performance

2. Change Management

- Managing people impact during process change

3. Summary

- Integrating BPM, BPR, and change

📝 *Activities:* Change impact discussion

Day 3: Information Systems & Systems Design

Module 5 – Information Systems and Goals

1. Systems and Subsystems

- Understanding systems thinking

2. Information Systems

- Role of IS in BPM

3. Elements of Information Systems

- People, process, technology, data

4. Systems Analysis

- Understanding business requirements

5. Definitions and Goals

- Problem definition and objectives

6. Logical Specifications and Design

- Logical system models

7. Selecting the Best Alternative Physical System

- Evaluating system options

📝 *Activities:* System goal definition exercise

Module 6 – Systems Design

1. Introduction to Systems Design

- From analysis to design

2. Intermediate Steps

- Design considerations and constraints

3. Systems Design

- Translating requirements into solutions

📝 *Activities:* High-level system design activity

Day 4: Implementation, Operations & Sustainability

Module 7 – Systems Implementation

1. Introduction to Systems Implementation

- Implementation planning

2. Intermediate Steps

- Data migration, training, readiness

3. Testing and Obtaining Approvals

- User acceptance and validation

4. Systems Implementation – Summary

- Go-live and stabilization

📝 *Activities:* Implementation checklist exercise

Module 8 – Systems Operation

1. Post-Implementation Review

- Measuring success

2. System Maintenance

- Enhancements and fixes

3. Systems Operations

- Sustaining system performance

4. Integration & Closure

- Linking BPM and systems lifecycle
- Key takeaways and action planning