



*Training Course:  
Certified business process leader*

*9 - 13 December 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Certified business process leader

Training Course code: LS235052 From: 9 - 13 December 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5250 € Euro

### Introduction:

The Certified Business Process Leader program is designed to provide participants with the knowledge, skills, and tools to effectively manage business processes within their organization. This program is designed for individuals who are responsible for managing, improving, and optimizing business processes.

### Objectives:

The primary objectives of this training program are to:

- Understand the role and importance of business process management in achieving organizational goals.
- Develop the skills necessary to identify, analyze, and improve business processes.
- Learn how to design and implement effective business process improvement initiatives.
- Understand the key success factors for managing business processes and how to measure their effectiveness.
- Learn how to apply tools and techniques to optimize business processes and achieve operational excellence.

### Target Audience:

This program is designed for business professionals who are responsible for managing, improving, and optimizing business processes, including:

- Business process managers
- Business analysts
- Project managers
- Quality assurance professionals
- Operations managers
- IT professionals
- Continuous improvement specialists

### Outlines:

Day 1:

## Introduction to Business Process Management

- Introduction to business process management
- Benefits of business process management
- The role of the business process leader
- Business process management frameworks

## Day 2:

### Identifying and Analyzing Business Processes

- Identifying business processes
- Analyzing business processes
- Key performance indicators KPIs
- Process mapping and modeling techniques

## Day 3:

### Designing and Implementing Business Process Improvements

- Designing business process improvements
- Implementation planning and execution
- Change management and stakeholder engagement
- Managing process improvement projects

## Day 4:

### Measuring and Managing Business Processes

- Measuring process performance
- Process improvement tools and techniques
- Business process automation
- Managing process performance over time

## Day 5:

### Optimizing Business Processes and Achieving Operational Excellence

- Continuous improvement methodologies
- Lean principles and techniques
- Six Sigma methodology
- Creating a culture of continuous improvement
- Final exam and certification review



## Registration form on the Training Course: Certified business process leader

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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### Easy Ways To Register

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