Training Course:
Business Process Management Advanced Masterclass

7 - 11 July 2025
London (UK)
Landmark Office Space - Oxford Street

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Business Process Management Advanced Masterclass

Training Course code: MA234797 From: 7 - 11 July 2025 Venue: London (UK) - Landmark Office Space - Oxford Street
Training Course Fees: 5500 Euro

Introduction

This course builds on the methods and techniques introduced in the BPTrends Associates course, Introduction to Business Process Modeling, Analysis, and Design. It uses the same methodology and approach and assumes a familiarity with basic modeling techniques and provides more in-depth information about the analysis, measurement, and redesign techniques. Where the first-class stresses basic diagramming and analysis techniques, this class examines advanced techniques. We will, for example, consider how to prioritize a set of processes for a redesign. This class will consider a new case study and give students a chance to work through the entire case study. We will drill deeper into the methodology to solve some of the more complex problems encountered in process redesign, focusing on both innovation and improvement techniques

Participants in this training program will learn:

- How to use a number of advanced process analysis and redesign techniques

- How to deal with a number of more complex redesign problems

- How to determine when to apply more advanced process analysis techniques over traditional approaches

- How to develop and manage a process change project

- How to use BPTrends diagrams and worksheets to quickly scope a project and define project milestones and gates

- How to choose and use the right tools required to assure you maintain project control

- How to maintain the balance between quality and scope with time and cost

- How to build and present a business case for a process change project

Objectives

- Understand advanced process analysis techniques and when to use them

- Understand how to prioritize a set of processes for improvement

- Understand how to model-specific sets of procedures

- Understand various ways of measuring process performance

- Understand how to organize a BPM project team

- Understand the basics of planning and scheduling a BPM project

- Understand the principles of change management and the importance of communication with both internal and external stakeholders

- Understand how to communicate and gain project acceptance

- Understand the contents and structure of the BPM deliverables created during each phase of a change project

Target Audience

This class is designed for business, process, and systems analysts as well as process improvement project managers with some process project experience who are interested in expanding their knowledge, understanding, and skills in order to solve more challenging process problems.

This training course is intended for individuals who have participated in process improvement projects and wish to broaden their knowledge and capabilities.

Methodologies

This program is an interactive mixture of lectures, presentations, discussions, activities, and practice in the business process management advanced masterclass. It provides definitions, examples, discussion, and activities designed to promote skill building with interaction and discussion among participants. Activities and work on practice case studies are used to deliberately highlight the concepts taught and allow participants to practice new skills.

The methods used to deliver this workshop are:

- Learning concepts/Presentations.

- Role Plays and case studies

- Group activities and discussion

- Individual and team exercises

- T,tips, tools, and techniques

- Educational videos

Outlines

Day 1

Advanced Techniques for Process Improvement and Innovation

- Review of the BPTrends Methodology

- The Victoria Hotel Case

- Drilling Down into the Scope & Flow of a Problem

Day 2

Measures and analysis process

- KPIs and Project Measures

- Modeling and Analyzing Service Processes

- Modeling & Analyzing Customer Processes

- Analyzing Decisions with Business Rules

Day 3

Prioritizing, Managing Process and Techniques

- Advanced Techniques

- Prioritizing Processes for Redesign

- Managing Processes on a Daily Basis

Day 4

Business Process Project Management Essentials

- BP Redesign Project Overview and Structure

- Project Commitment

- Deliverable Acceptance

- Checkpoint Reviews

- Project Scheduling

- Status Reporting

- Communication and Change Management

Day 5

BP Project Management Essentials by Phase

- Phase Advice

- Phase Deliverables

- Phase Key Checkpoints

- Phase Activities

- Deliverables

- Steps

- Advice

- Techniques

Registration form on the Training Course:
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