



*Training Course:  
Fundamentals of Business Process Management*

*23 - 27 November 2026  
Kigali (Rwanda)*

## Training Course: Fundamentals of Business Process Management

Training Course code: MA234928 From: 23 - 27 November 2026 Venue: Kigali (Rwanda) - Training Course Fees: 6350 € Euro

### Program Introduction

All organizations depend on well-structured business processes—interconnected tasks and decisions that transform inputs into outputs—to deliver consistent results. Effective design and management of these processes are crucial for strategic success, yet many organizations struggle to map, measure, and optimize their processes for continuous improvement.

This program provides hands-on experience with proven process management concepts and practices. Participants will learn to identify opportunities for process improvement, apply process mapping techniques, employ lean management principles, and construct robust performance metrics. The course also strengthens leadership skills to foster a culture of continuous improvement and equips participants with the tools to manage capacity, variability, risk, and organizational change effectively.

### Training Objectives

By the end of this program, participants will be able to:

- Design efficient processes that maximize output while minimizing waste.
- Diagnose broken processes and structural or systemic problems.
- Prioritize processes that require immediate improvement.
- Apply structured problem-solving methods to implement process improvements.
- Allocate resources and capacity optimally across processes.
- Capture and analyze metrics on costs, timing, and quality.
- Transform staff frustrations into actionable process improvement ideas.
- Eliminate duplication, bureaucracy, and inefficiencies.
- Delve into task-level details to identify hidden problems.
- Lead process improvement initiatives effectively.
- Demonstrate cost savings and ROI opportunities to senior management.
- Develop leadership skills to enhance team competencies and engagement.

### Target Audience

This program is designed for professionals seeking practical experience in process mapping and improvement, including:

- Process improvement teams or task forces
- Department heads and line managers
- Quality, operations, and BPM practitioners
- Managers, supervisors, and executives

- Business analysts and business process analysts
- Project managers and business architects
- Process improvement team members and organizational leaders

## Outlines

### Day 1: Introduction to Business Process Management BPM

- The role of business processes in organizations
- Defining organizational elements: people, processes, systems, and structure
- Common origins of organizational problems
- Types of processes and classifications by industry, product, or service
- Overview of BPM key concepts and methodology

### Day 2: Diagnosing and Mapping Processes

- Identifying broken processes and selecting processes for redesign
- Introduction to process mapping: advantages and types of maps
- Flowcharting symbols and constructing functional-activity flow charts
- Capturing information at macro, functional, task, and procedural levels
- Reducing staff frustrations, eliminating bottlenecks, and prioritizing high-impact ideas

### Day 3: Process Metrics and Basic Process Theory

- Collecting cycle time, process time, and wait time data
- Understanding Little's Law and its applications
- Activity-Based Costing for profitability analysis
- Assessing variability and quality costs
- Applying Lean and Six Sigma tools for basic process improvement

### Day 4: Process Design Principles and Implementation

- Designing reliable work and information flows
- Matching processes to desired outputs
- Step-by-step process redesign methodology
- Five options for process implementation
- Overcoming common obstacles in process improvement
- Hands-on exercises to apply redesign concepts

### Day 5: Integrating Process Improvements in the Organization

- Mapping process improvements across the organization
- Building and leading effective process improvement teams
- Using liberating structures to generate engagement and support
- Practical exercises in integrating process improvements with organizational strategy
- Review, Q&A, and action planning for real-world implementation

## Registration form on the Training Course: Fundamentals of Business Process Management

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

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### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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