



*Training Course:
Business Process Analysis & Modelling*

*26 - 30 April 2027
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Business Process Analysis & Modelling

Training Course code: MA1112 From: 26 - 30 April 2027 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

Introduction

In today's efficiency-driven and digitally transforming environment, organizations must understand, analyze, and optimize their business processes to improve performance and deliver value. Business Process Analysis and Modelling provide a structured approach to visualizing workflows, identifying inefficiencies, and designing improved processes.

This program, developed by [Global Horizon Training Center](#), equips participants with practical tools and methodologies to analyze, document, and model business processes effectively. It focuses on process mapping techniques, modelling standards, and continuous improvement approaches to enhance operational efficiency and decision-making.

Participants will gain hands-on experience in creating process models, identifying gaps, and designing optimized workflows aligned with organizational objectives.

Course Objectives

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

- Understand the principles of business process analysis and modelling
- Identify and document business processes effectively
- Apply process mapping techniques and modelling standards
- Analyze process performance and identify inefficiencies
- Design improved processes aligned with business goals
- Use modelling tools such as flowcharts, BPMN, and UML
- Communicate processes clearly to stakeholders
- Support continuous improvement and digital transformation initiatives

Target Audience

This program is designed for:

- Business Analysts
- Process Improvement and Operations Professionals
- Project and Program Managers
- IT and Systems Analysts
- Quality and Continuous Improvement Teams
- Organizational Development Professionals
- Professionals involved in process documentation and optimization

Outline

Day 1: Foundations of Business Process Analysis

- Introduction to Business Processes and Process Thinking
- Importance of Process Analysis in Organizations
- Types of Business Processes Core, Support, Management
- Process Boundaries and Scope Definition
- Process Lifecycle and Performance Metrics
- Case Studies on Process Analysis

Day 2: Process Mapping and Documentation

- Process Mapping Techniques Flowcharts, SIPOC
- Identifying Inputs, Outputs, and Stakeholders
- Creating As-Is Process Maps
- Documentation Standards and Best Practices
- Using Process Mapping Tools
- Workshop: Mapping Current Processes

Day 3: Process Modelling Standards and Techniques

- Introduction to BPMN Business Process Model and Notation
- UML Activity Diagrams
- Swimlane Diagrams and Process Visualization
- Modelling Complex Processes
- Best Practices in Process Modelling
- Workshop: Developing Process Models

Day 4: Process Analysis and Improvement

- Identifying Bottlenecks and Inefficiencies
- Root Cause Analysis Techniques 5 Whys, Fishbone
- Measuring Process Performance
- Designing To-Be Processes
- Integrating Automation and Digital Solutions
- Workshop: Process Redesign

Day 5: Implementation and Continuous Improvement

- Communicating Process Changes to Stakeholders
- Implementing Improved Processes
- Monitoring and Controlling Process Performance
- Continuous Improvement Frameworks PDCA, Lean
- Governance and Process Ownership
- Developing Action Plans for Process Optimization

Registration form on the Training Course: Business Process Analysis & Modelling

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