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This **Modelling Business Processes training course** is designed to be both practical and participative.

It provides a comprehensive framework for process improvement and explores tools and techniques within this framework.

It is aligned with Paul Harmon's work on Business Process Change and also to the modelling standards of the Unified Modelling Language.

We also provide private and in-company Modelling Business Processes courses. Call +44 (0)1273 622272 to discuss your requirements.

BCS Certification

This Modelling Business Processes course prepares delegates to sit the one-hour, open book, examination leading to the certificate in Business Process Modelling offered by the BCS (formerly ISEB). The certificate also earns one 'credit' towards the BCS diploma in Business Analysis.

Course Objectives

At the end of this Modelling Business Processes training course, delegates will be able to:

- Discuss various ideas and approaches for improving business processes
- Model an organisation including the business environment and core business processes
- Model current business processes using a standard notation
- Analyse business tasks and specify their scope and behaviour
- Analyse the human performance aspects of tasks and processes
- Appreciate the levels of measurement needed to ensure process improvement
- Evaluate and improve business processes by applying re-design patterns
- Define frameworks for process re-design and implementation

1. Developments in Business process change

- Organisations as systems
- Value propositions and value chains
- Business Process Reengineering - use and misuse
- Workflow and packaged applications

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- Mergers and acquisitions and their influence on process

2. Modelling organisations

- Traditional view of an organisation
- Modelling the external environment
- Organisation diagrams
- Value chains and core business processes

3. Modelling business processes

- Business events and business rules
- Business process modelling notation
- The 'As is' process diagram

4. Defining and performing tasks

- Analysing a specific task
- Compiling a task analysis worksheet
- Analysing the human performance required to perform the task
- Compiling a human performance analysis worksheet

5. Managing and measuring the business process

- The basis of measurement
- Functional versus process measures
- Six Sigma
- Role of the manager

6. Business process redesign

- Focusing business process redesign
- Process redesign patterns
- The reengineering pattern
- The simplification pattern
- The value-added pattern
- The gaps and disconnect pattern
- The package solution pattern
- The COULD process model
- The 'To be' process model

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