Training Course on Business Process Analysis and Modelling

Professional Development Training Course Outline

Category	Business	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's dynamic business environment, organizations are constantly seeking ways to enhance efficiency, reduce costs, and improve overall performance. **Business Process Analysis (BPA)** and **Business Process Modelling (BPM)** are critical disciplines that enable organizations to understand, optimize, and transform their operational workflows. This comprehensive training course provides participants with the essential knowledge and practical skills to effectively analyze existing business processes, identify areas for improvement, and visually represent future state processes using industry-standard modelling techniques. Mastering these skills empowers individuals and teams to drive **process improvement initiatives**, foster **organizational agility**, and contribute directly to achieving strategic business goals through a data-driven approach to **process optimization**.

This intensive program delves into the core concepts of **process mapping**, **value stream analysis**, and various **process modelling notations** such as BPMN (Business Process Model and Notation). Participants will learn how to elicit process information, document current state processes accurately, analyze process performance using key metrics, and design optimized future state processes that align with organizational objectives. The course emphasizes hands-on application through practical exercises and real-world case studies, ensuring participants gain the confidence and competence to immediately apply their learning in their respective roles. By focusing on actionable insights and practical techniques, this training equips participants to become valuable assets in driving **business transformation** and achieving **operational excellence**.

Programme Curriculum

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Course Duration

5 days

Course Objectives

1. Understand the fundamental concepts and importance of **Business Process Analysis (BPA)** in organizational improvement.
2. Master the techniques for effective **process identification** and scope definition within an organization.
3. Develop proficiency in various **data gathering methods** for accurate process understanding and documentation.
4. Gain expertise in creating detailed **process maps** and flowcharts to visualize current state processes.
5. Learn to apply **value stream mapping** to identify waste and opportunities for optimization.
6. Become proficient in using **BPMN (Business Process Model and Notation)** for standardized process modelling.
7. Develop skills in analyzing process performance using relevant **key performance indicators (KPIs)**.
8. Understand different approaches to **process redesign** and improvement methodologies.
9. Learn how to model **to-be processes** that incorporate identified improvements and efficiencies.
10. Understand the role of **technology enablement** in business process management.
11. Develop skills in **communicating process analysis findings** and recommendations effectively.
12. Learn how to implement and monitor **process changes** within an organizational context.
13. Understand the principles of **continuous process improvement** and its importance for sustained organizational success.

Organizational Benefits

- **Increased Efficiency:** Optimized processes lead to streamlined workflows and reduced bottlenecks.
- **Reduced Costs:** Identification and elimination of waste and inefficiencies lower operational expenses.
- **Improved Quality:** Standardized and well-defined processes minimize errors and enhance output quality.
- **Enhanced Agility:** Understanding and modelling processes enables quicker adaptation to changing market demands.
- **Better Decision-Making:** Data-driven process analysis provides insights for informed strategic decisions.
- **Increased Customer Satisfaction:** Efficient and high-quality processes contribute to improved customer experiences.
- **Improved Compliance:** Clearly defined processes facilitate adherence to regulations and internal policies.
- **Enhanced Collaboration:** Shared understanding of processes fosters better communication and teamwork.

Target Participants

1. Business Analysts
2. Process Improvement Specialists
3. Project Managers
4. Operations Managers
5. IT Professionals involved in business systems
6. Management Consultants
7. Team Leaders and Supervisors
8. Individuals seeking to enhance their process management skills

Course Outline

Module 1: Introduction to Business Process Analysis and Management

- Understanding the definition and importance of business processes.
- Exploring the relationship between BPA, BPM, and BPMN.
- Identifying the key drivers for process improvement within organizations.
- Overview of different types of business processes (e.g., core, support, management).
- Introduction to the business process lifecycle.

Module 2: Process Identification and Scope Definition

- Techniques for identifying key business processes within an organization.
- Defining process boundaries and establishing clear project scope.
- Understanding the importance of stakeholder identification and analysis.
- Methods for prioritizing processes for analysis and improvement.
- Developing a process inventory and process architecture.

Module 3: Data Gathering and Process Documentation

- Planning and conducting effective process interviews and workshops.
- Utilizing observation techniques for understanding real-time process execution.
- Designing and administering process-related surveys and questionnaires.
- Analyzing existing documentation and records for process information.
- Choosing the appropriate data gathering methods for different scenarios.

Module 4: Process Mapping and Visualization Techniques

- Creating basic flowcharts and process maps using standard symbols.
- Developing swimlane diagrams to illustrate cross-functional process flows.
- Understanding and applying Value Stream Mapping (VSM) principles.
- Utilizing SIPOC (Suppliers, Inputs, Process, Outputs, Customers) diagrams for high-level process views.
- Choosing the right mapping technique for different levels of detail and analysis.

Module 5: Business Process Model and Notation (BPMN)

- Understanding the fundamental elements of BPMN (events, activities, gateways, sequence flows).
- Creating basic and intermediate BPMN diagrams for process modelling.
- Utilizing different types of BPMN pools and lanes for organizational context.
- Applying BPMN for modelling different process patterns and complexities.
- Understanding BPMN compliance and best practices for effective communication.

Module 6: Process Analysis and Performance Measurement

- Identifying process bottlenecks, inefficiencies, and areas for improvement.
- Defining and utilizing Key Performance Indicators (KPIs) for process measurement.
- Conducting root cause analysis using techniques like the 5 Whys and Fishbone diagrams.
- Analyzing process cycle time, cost, and resource utilization.
- Benchmarking processes against industry best practices.

Module 7: Process Redesign and Improvement Methodologies

- Exploring different approaches to process redesign (e.g., incremental, radical).
- Understanding the principles of Lean and Six Sigma methodologies.
- Applying techniques for process simplification and automation.
- Incorporating technology and digital solutions for process enhancement.
- Developing and evaluating different process improvement scenarios.

Module 8: Process Implementation, Monitoring, and Continuous Improvement

- Developing a plan for implementing redesigned processes.
- Managing change and communicating process changes to stakeholders.
- Establishing mechanisms for ongoing process monitoring and performance tracking.
- Implementing continuous improvement cycles (e.g., PDCA).
- Building a culture of process excellence within the organization.

Training Methodology

This training course will utilize a blended learning approach incorporating:

- **Interactive Lectures:** Engaging presentations covering key concepts and principles.
- **Practical Exercises:** Hands-on activities and case studies to apply learned techniques.
- **Group Discussions:** Collaborative sessions for sharing insights and experiences.
- **Real-World Case Studies:** Analysis of actual business scenarios to illustrate practical application.
- **Software Demonstrations:** Demonstrations of relevant process modelling tools (if applicable).

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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