

Informa Connect

Academy



Certificate in Essential Business Process Analysis, Mapping & Modelling



Online Programme

In partnership with



EARN UPTO 8 CPD POINTS

Course Information

Course Overview

As we have all just experienced, the business environment around us is changing fast. We can no longer work with rigid systems that are driven into mediocrity before being given the chance to fully implement them. Any system we operate must be able to quickly adapt to any changes imposed, or that become necessary. We need to take advantage of any tools made available today in support of managing our organisations effectively. Consider how technological solutions can help us evolve, rather than bolt us down to inflexibility and rigidity offered by “the system”.

Business Process Management is a combination of the application of business management concepts, the building of appropriate governance and culture within an organisation and making the best use of technology solutions available today. All this put together should enable us to dynamically define, deploy, iterate and analyse our enterprise activities. The latter must be capable to evolve in synchronisation with the changes constantly taking place around us.

This course will discuss cases brought up from a mixture of real-life assignments and projects, bringing across a wealth of practical experiences, difficulties encountered, and practical approaches adopted. Additionally, a number of real-scenario case will also be discussed in a scheduled webinar.

Participants are encouraged to bring along their own practical cases in order for the group to share and debate experiences, exposing each delegate to a very rich and effective means of online cross-learning opportunities.

This course is a pre-requisite for its advanced level counterpart. This Essential level course in BPM, followed up by the Advanced module, gives participants the necessary groundwork and concepts needed to gradually work their way to becoming effective BPM Practitioners.

Education Partner



Established in 1996, The CPD Certification Service is the independent CPD accreditation centre working across all sectors, disciplines and further learning applications and supports policies of institutional and professional organisations globally.

CPD is the term used to describe the learning activities professionals engage in to develop and enhance their abilities and keep skills and knowledge up to date. This course is an accredited Continuing Professional Development (CPD) training which means it meets CPD standards and benchmarks. The learning value has been scrutinised to ensure integrity and quality.



Course Information

Who Should Attend

Anyone who is responsible for how an organisation gets things done will benefit from attending this course. Some job titles include:

- Business Process Analyst
- Business Process Engineer
- Business Process Architect
- Business Process Manager
- Business Process Consultant
- Business Process Owner
- Business Process Designer
- Process Owner • Process Officer
- Process Reengineering Manager
- Business Analyst
- Business Manger
- Business Planner
- Business Systems Analyst
- Technical and Information Systems Manager
- Manager or Director of Business Performance Improvement

- Manger or Director of Business Process Innovation
- Enterprise Architect
- Quality Assurance Analyst and Manager

Key Benefits of Attending:

- Introduce yourself to the world of Business Process Management (BPM) and become an effective BPM Practitioner
- Familiarise yourself with latest process modelling and mapping methods and techniques
- Analyse processes –distinguish between value-adding activities as against process waste
- Look through the customer value perspective – review your current processes, and develop the future state scenario
- Develop streamlined future state process designs, eliminating waste and process flow inhibitors

Course Requirements and Certificates

Delegates must meet two criteria to be eligible for an Informa Certificate of Completion:

- **Satisfactory attendance** – Delegates must attend all sessions of the course. Delegates who miss more than 1 hour of the course sessions will not be eligible to sit the course assessment
- **Successful completion of the course assessment**

Delegates who do not meet these criteria will receive an Informa Certificate of Attendance. If delegates have not attended all sessions, the Certificate will clearly state the number of hours attended.



Meet Your Course Director



Ing. Joseph Micallef

B.Elec.Eng.(Hons.), Eur. Ing., C.Eng., MIET
Consulting Advisor: Strategic and
Operational Excellence

Joseph is an engineer by profession coming with near 30 years of experience in successfully leading and advising clients through strategic, operational excellence and transformation programmes. He has worked within a wide range of sectors including government and government entities, various manufacturing segments, industrial/engineering and logistics/supply-chain operations, marine, aviation and project-based organisations, F&B and hospitality, real estate, education and NGO's, utilities, healthcare, IT and financial services.

Joseph, who is also a Lean Six Sigma Black Belt and an IoT Leader, has a strong background in consulting and advising clients, together with coaching and mentoring services, designed to facilitate the establishment of effective, value-adding and quality-driven business processes and supporting structures within organisations.

A regular speaker and facilitator at a number of training seminars, workshops and conferences, he has trained several hundreds of middlemanagement level and top executive management delegates at international levels. Joseph is a member of several engineering institutions such as the Chamber of Engineers (Malta), The Institute of Engineering and Technology (UK), the European Federation of National Engineering Institutions (FEANI), he is a registered Chartered Engineer through the Engineering Council in the UK, and served as an active board member on the Malta Engineering Board between 2012 and 2016.



Course Outline

WEEK 1

Module 1 - The Essentials of Business Processes

- Enterprise objectives - alignment of business processes
- History of the enterprise evolution
- Introduction to Business Process Management (BPM)
- Business Processes for organisational excellence
 - Process transformation
- Applications of BPM
- The BPM environment
- The benefits of BPM
- BPM and operational excellence
- The management discipline: BPM
- The core capabilities of BPM

Assessment: Multiple choice, timed

WEEK 2

Module 2 - Business Process Management

- Organisational views: functional vs. process
- Defining the business process
- The Plan-Do-Check-Act (PDCA) of BPM Continual process improvement and process maturity
- A key commitment: executive sponsorship for BPM
- Introduction to process modelling
- Concepts for modelling processes
- Approaches for mapping and modelling a business process

Assessment: Multiple choice, timed

WEEK 3

Module 3 - Process Modelling and Mapping

- Methods, techniques and tools

Assignment: your domain...your choice!

Assessment: multiple choice, timed

- Self-practice session: completing your own task

Live Session Workshop: presentation of selected individual cases, discussion

WEEK 4

Module 4 - Process Analysis and Optimisation

- The process discovery
- Preparing to analyse the process
- Process analysis: key factors to consider
- Gathering information for process analysis
- Value adding and non-value-adding work
- Analytical critical success factors

Assessment: Multiple choice, timed

Module 5 - Essentials of Process

- The prerequisites
- The foundations
- Evolutive management
- Technology and process design

Assessment: Multiple choice, timed

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APPLY
NOW

Course	Final Fee
Certificate in Essential Business Process Analysis, Mapping & Modelling	US\$ 1,750

Pricing excludes 5% VAT, charged where applicable.

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Informa Connect
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Informa Connect Academy is a premier provider of global education and training solutions that caters to a diverse range of professionals, industries, and educational partners. We are dedicated to promoting lifelong learning and are committed to offering learners expert guidance, training, and resources to help them stay competitive in a rapidly changing world.

Our comprehensive range of courses and programmes are tailored to meet the needs of all professionals, from aspiring specialists to seasoned experts. We partner with elite academic organisations and industry leaders with unmatched expertise in their respective fields to deliver an exceptional learning experience.

ABOUT PRICING AND DOCUMENTATION

Pricing excludes 5% VAT, charged where applicable.

Course fees include documentation, luncheon and refreshments for in-person learners. Delegates who attend all sessions and successfully complete the assessment, will receive a Informa Certificate and any applicable partner certificates. A hard copy will be provided to in-person learners and a soft-copy will be provided to virtual learners.

AVOID VISA DELAYS – BOOK NOW

Delegates requiring visas should contact the hotel they wish to stay at directly, as soon as possible.

Visas for non-GCC nationals may take several weeks to process.

REGISTRATION, PAYMENTS AND CANCELLATION

All registrations are subject to our terms and conditions which are available at www.informa-mea.com/terms. Please read them as they include important information. By submitting your registration, you agree to be bound by the terms and conditions in full. All registrations are subject to acceptance by Informa Connect which will be confirmed to you in writing.

A confirmation letter and invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the course. Only those delegates whose fees have been paid in full will be admitted to the course.

For full cancellation details, please visit <https://informaconnect.com/terms-of-use/>

All cancellations must be sent by email to register-mea@informa.com marked for the attention of Customer Services Cancellation. Due to unforeseen circumstances, Informa Connect reserves the right to cancel the course, change the programme, alter the venue, speaker or topics. For full details, please visit www.informaconnect.com

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