

Business Process Management

Course Description

Businesses experience constant pressure from competitors that forces them to continuously evolve, redesign, implement and manage innovative business processes. The Business Process Management (BPM) short course will provide you with an essential overview of the art and science of managing a business by exposing you to the basic concepts, tools and skills required (as well as the difficulties experienced) when introducing BPM into an organisation.

Day 1 and day 2 equip YOU, as a manager, to manage business processes in a department or within an organisation.

Learning Outcomes Day 1 & 2

Introduction

1. Why BPM

2. Industry Solutions

3. Internal Capability

4. What: BPM Patterns

5. Where: Maturity Assessment

6. Initiatives