



Achieving Business Process Change

Transforming & Adapting Work Processes for Optimal Performance

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Achieving Business Process Change

5 days training course

For detailed information on training course dates, please click the link:

[Achieving Business Process Change](#)



Course Overview

This comprehensive 5-day course provides participants with a deep understanding of business process analysis, design, and improvement strategies. Participants will learn to analyze, model, and redesign business processes effectively to improve organizational performance. The course also covers key tools and techniques for automating and optimizing processes, measuring performance, and making data-driven decisions to achieve sustained business process improvement.

Objectives:

- Understand the fundamental concepts of business processes and business process analysis.
- Learn how to identify and prioritize key business processes for improvement.
- Gain hands-on experience in designing and modeling business processes using various techniques.
- Explore the role of automation in business process execution and redesign.
- Understand how to monitor and evaluate the performance of redesigned processes.
- Learn methods for optimizing processes, including lean and Six Sigma approaches.

Who Should Attend?

- Business process analysts and professionals involved in process improvement initiatives.
- Managers and leaders responsible for driving operational efficiency and process changes.
- Project managers and team members working on process redesign or re-engineering projects.
- Anyone seeking to gain expertise in business process management, modeling, and optimization.

Course Outline:

Day 1: Introduction and Overview of Business Process Analysis

- What are “business processes” & “business process analysis”?
- The context of business process analysis – stages of business process management.
- Roles and responsibilities of a “business process analyst”.
- Identifying “business processes” in organizations.
- Prioritizing business processes to achieve better outcomes.
- Understanding business process re-engineering.
- Business process re-engineering model.

Day 2: Design & Modeling Business Processes

- Elements of a business process – a checklist for analysis.
- Defining your problem.
- Business process modeling techniques & tools.
- Modeling “As-is” business processes for analysis.
- Identifying improvement opportunities.
- Modeling “To-be” processes with improvement.

Day 3: Executing Improved Processes

- Implementing processes.
- Exploring automation.

- Automating processes.
- Understanding business rules.
- Making connections.
- The role of workflow engines.

Day 4: Monitoring Performance of Redesigned Processes

- Implementing measures for process performance.
- What is business activity monitoring (BAM)?
- Using the balanced scorecard.
- Creating a balanced scorecard.
- Identifying gaps with process mining.

Day 5: Optimization Process Performance

- What is process optimization?
- Business process improvement strategies.
- Introduction to the lean concept.
- Using the lean Six Sigma approach to optimize process performance.
- Managing changes effectively in business processes.



DOCUMENTATION

The **MTC team** has meticulously prepared **high-quality training materials** for distribution to all delegates.

CERTIFICATES

An **accredited Certificate of Completion** will be awarded to participants who successfully attend and complete the program.

SCHEDULE

Course sessions are scheduled as follows:

- **Morning Session:** 09:00 AM – 1:00 PM
- **Afternoon Session:** 01:00 PM – 05:00 PM

REGISTRATION & PAYMENT

To register, please complete the **registration form** available on the course page and submit it with your **preferred payment method**. Alternatively, you can contact us via **email or WhatsApp** for assistance.

TRAVEL & TRANSPORT

We ensure a **seamless travel experience** by providing **airport-hotel-airport** transfers for all participants.