



Certificate in Business Process Management

Program Length:
5 Days Total

Dislocated Worker Pricing: \$2,250.00

Price includes CEUs from Auburn University

- 3.5 CEUs, granted by Auburn University.
- 35 PDUs or CDUs granted by PMI and IIBA

Certificate program courses also available virtually. Virtual class pricing applies.

NOTE: Classes may also be purchased individually at standard Dislocated Worker pricing:

*\$500.00 per day (1-4 days of classes)
\$450.00 per day (5+ days of classes)*



Our certificate program provides comprehensive training for Process Analysts, Business Analysts, BPM Program Managers, and others who need to manage business processes. It is aligned with the industry best practices adopted from Lean, Six Sigma, and the BPM Common Body of Knowledge (BPM CBOK[®]) as developed by the ABPMP (Association of BPM Professionals). We make these best practices come alive in a practical way so you can apply them immediately.

Our certificate program will help attendees:

- Learn an industry standard framework for managing and improving business processes.
- Develop process skills such as process analysis and process improvement.
- Apply basic facilitation and change management skills to assist the adoption of new and improved processes.

COURSES

Getting Started in Business Process Management (1 day)

BPM strategically aligns, integrates, and manages end-to-end enterprise business processes. The Watermark Learning course, *Getting Started in Business Process Management*, provides the key components, terminology, and techniques to help you begin to drive innovation and optimize processes within your organization.

Key Learning in this class includes:

- Acquire the mindset of process thinking to solve business problems.
- Understand strategic business alignment with processes, including an introduction to business architecture.
- Learn the basics of an industry-standard BPM framework that encompasses Process Modeling, Process Analysis and Design, Process Performance Management, and Process Transformation.
- What it takes to leverage process assets through integrating business rules, projects, and process analysis.

Certificate in Business Process Management

Business Process Modeling (2 days)

A critical skill for all knowledge workers today is to successfully model business processes. It is the foundation for process analysis, process design, and overall communication and management about business processes within an organization. This course teaches the essential steps and techniques for process modeling, with ample opportunity to practice in class. Learn traditional flowcharting techniques as well as BPMN—the Business Process Modeling Notation.

Key Learning in this class includes:

- Use a process modeling framework and context models to organize, illustrate, and provide context for processes.
- Frame process boundaries to ensure completeness and make your modeling more productive.
- Use industry-standard notation for mapping business processes— traditional ISO and BPMN notation- using swim lane and detailed process maps.
- Practice modeling different views a business processes can depict, including “AS-IS” and “TO-BE” process maps.
- Refine process maps to appropriate levels of detail to permit thorough analysis and to handle complexity.
- Use Hierarchy and Value Chain process models to capture business process architecture.

Business Process Improvement (2 days)

Process improvement is the preferred approach for a business to achieve a noticeable return on investment for analyzing and managing its processes. This course builds on the Business Process Management framework identified in *Getting Started with BPM* and *Business Process Modeling*, and focuses on the steps for analyzing and improving processes. The course also provides practical tools to improve, measure, and control process changes.

Key Learning in this class includes:

- Use a repeatable Process Improvement framework you can use to continually improve business processes.
- Leverage “AS IS” process maps to understand and analyze current processes.
- Employ industry-standard techniques for analyzing the root cause of process problems, such as Fishbone Diagrams, Pareto analysis, etc.
- Use appropriate metrics to measure and monitor process performance.

For more information or to register, contact Roberta Hoffman:

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“The Business Processing Modeling training for Provaliant was by far the best-received training that we have ever had, with the most active participation in class activities by all. The professionalism and experience of the Watermark instructor aided in making this a true learning experience for my staff.”

Jay A. Masci, PMP, Provaliant Retirement, LLC

“I’m glad our company chose to make the investment to do Process Modeling right—will make all the difference in the world for my projects!”

Barbara Auerbach, General Board of Pensions-United Methodist Church

