



course : Business Process Analysis BPA

City :	Doha	Hotel :	The Ritz-Carlton, Doha
Start Date :	2025-10-26	End Date :	2025-10-30
Period :	1 Week	Price :	3950 \$

HighPoint Training and Management Consultancy
هاي بوينت للتدريب والاستشارات الإدارية

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Course Overview

Business Process Analysis and Modelling (BPM) is a key enabler for business process improvement initiatives such as Business Process Reengineering (BPR), systems development, quality management, and continuous process improvement. This training equips participants with the knowledge and skills to analyze, model, and optimize business processes at both enterprise and detailed workflow levels. Delegates will learn how to create accurate process models that reflect reality, incorporate stakeholder requirements, and serve as a foundation for process improvement, cost reduction, and enhanced efficiency.

Course Objectives

By the end of this training program, participants will be able to:

- Understand business processes and their components.
- Apply process analysis concepts and techniques.
- Define processes using Business Process Modelling Notation (BPMN).
- Develop business process architecture.
- Analyze process customer requirements.
- Specify measures of business process performance.
- Diagnose the health of business processes.
- Apply process improvement techniques to transform business processes.

Target Audience

Business Managers
Business Process Analysts
Process Owners
Business and Systems Analysts
IT Professionals
BPM Project Leaders and Team Members
Quality Specialists

Methodology

Interactive Presentations: Short, focused sessions on BPM concepts.

Workshops & Exercises: Practical modeling and analysis exercises using BPMN.

Case Studies: Real-world examples for applying BPM techniques.

Group Discussions & Collaboration: Sharing insights, feedback, and problem-solving.

Hands-On Practice: Developing “as-is” and “to-be” process models.

Feedback & Coaching: Facilitator guidance to ensure correct application of techniques.

Course Outline

Day 1: Understanding Business Processes

Overview and key BPM concepts

Introduction to business processes and their types

Identifying and naming business processes

Analyzing components of business processes

Business process modeling concepts

Practical exercises in process analysis

Day 2: Developing Business Process Models using BPMN

Introduction to Business Process Modelling Notation (BPMN)

Mechanics of business process modeling

Modeling business process events

Representing branching and joining logic

Process patterns and basic BPMN elements

Practical BPMN modeling exercises

Day 3: Advanced Process Modelling Using BPMN

Extended BPMN elements

Developing hierarchical diagrams

Using pools and lanes

Handling process exceptions

Advanced practical modeling exercises

Day 4: Analyzing Business Processes

Introduction to business process architecture

Identifying and analyzing process customers and gaps

Challenging legacy business rules

Diagnosing process health

Process performance analysis

Identifying process enablers

Day 5: Improving Business Processes Using Models

Eliciting and discovering business knowledge

Identifying improvement opportunities using process models

Transitioning from “as-is” to “to-be” models

Describing improvements using process models

Implementing improved processes

Selecting appropriate modeling tools

Certificates

On successful completion of this training course, HighPoint Certificate will be awarded to the delegates.

Continuing Professional Education credits (CPE): In accordance with the standards of the National Registry of CPE Sponsors, one CPE credit is granted per 50 minutes of attendance.