

OMG Business Process Management Fundamentals (oCEB 2™)

Duration: 24 hours

Course description

This comprehensive course explores the depth of business process modelling and management, starting with foundational concepts and techniques in Business Process Model and Notation (BPMN). Students will learn to define business visions, set clear goals, and craft mission statements through Business Motivation Modelling. The course also covers skills in analysing BPMN diagrams and applying these elements to real-world scenarios. Additionally, it delves into process quality, metrics, and governance, including industry frameworks like APQC, SCOR, and BPMM, and principles such as Six Sigma and Balanced Scorecard. Participants will gain insights into business process fundamentals, management basics, and the roles of various stakeholders, while also learning to align processes with business goals and manage projects effectively. The course concludes with strategies for setting business objectives, planning, marketing, hiring, and financial management.

Course Content

1. Business Process Modelling Concepts

- Getting familiar with BPMN (Business Process Model and Notation)
- Understanding BPMN elements and how to use them
- Learning about activities within business processes
- Effectively grouping elements in a model

2. Business Motivation Modelling

- Defining your business vision
- Setting clear goals and objectives
- Understanding the difference between means and ends
- Crafting your mission statement
- Developing strategies and tactics
- Learning key elements of business modelling

3. Business Process Modelling Skills

- Analysing scenarios presented in BPMN diagrams or written descriptions
- Applying BPMN elements to real-world situations

4. Process Quality, Metrics, and Governance

- Being aware of different industry frameworks
- Understanding the APQC Process Classification Framework

- Learning about the SCOR model
- Exploring the Value Chain Reference Model
- Familiarizing yourself with the Business Process Maturity Model (BPMM)
- Using principles like Six Sigma and Balanced Scorecard
- Understanding the COBIT framework
- Complying with Sarbanes-Oxley regulations

5. Business Process Fundamentals and Concepts

- Identifying important business processes
- Recognizing what makes these processes unique
- Differentiating between current processes (as-is) and future processes (to-be)
- Learning about different levels of business process modelling
- Linking processes to your business goals

6. Business Process Management Basics

- Understanding the difference between traditional and process-focused organizations
- Exploring different ways to manage processes
- Discovering new trends in process management
- Knowing the roles and responsibilities of different stakeholders
- Using tools to help with process management

7. Business Objectives and Goals

- Understanding basic business concepts
- Creating strategies for success
- Planning and setting goals
- Managing projects effectively
- Using marketing to reach customers
- Hiring the right people
- Managing finances wisely