

# **Business Process Management**

## **Module 1: Introduction to Business Process Management (BPM)**

- Objective: Understand the fundamentals of BPM and its importance in organizational success.
- Overview of BPM concepts, methodologies, and frameworks.
- Importance of process optimization and continuous improvement.
- Role of BPM in driving efficiency, innovation, and competitiveness.

## **Module 2: Process Mapping and Analysis**

- Objective: Learn techniques for mapping and analyzing business processes to identify improvement opportunities.
- Tools and techniques for process mapping (e.g., flowcharts, swimlane diagrams).
- Gathering process data and identifying key performance indicators (KPIs).
- Analyzing processes to identify bottlenecks, inefficiencies, and areas for improvement.

## **Module 3: Process Improvement Techniques**

- Objective: Explore strategies for improving business processes and driving operational excellence.
- Introduction to Lean Six Sigma principles and methodologies.
- Techniques for eliminating waste, reducing cycle times, and enhancing process efficiency.
- Case studies and practical exercises to apply process improvement techniques.

## **Module 4: Change Management in BPM**

- Objective: Understand the importance of change management in BPM initiatives and develop change management skills.
- Principles of change management and their application in BPM projects.
- Strategies for managing resistance to change and fostering organizational buy-in.
- Communication techniques for effectively communicating change and engaging stakeholders.

## **Module 5: Soft Skills for BPM Professionals**

- Objective: Develop essential soft skills for effective BPM implementation and stakeholder management.
- Communication skills for conveying BPM concepts and engaging stakeholders.

- Collaboration and teamwork skills for working cross-functionally on BPM projects.
- Problem-solving and critical thinking skills for analyzing complex process issues and proposing solutions.

#### Module 6: Leadership in BPM

- Objective: Equip BPM professionals with leadership skills to drive process excellence and organizational change.
- Transformational leadership principles and their application in BPM initiatives.
- Strategies for inspiring and motivating teams to embrace BPM and drive continuous improvement.
- Coaching and mentoring skills for developing BPM talent and fostering a culture of innovation.

#### Module 7: Effective Project Management for BPM

- Objective: Learn project management skills for planning, executing, and monitoring BPM projects.
- Project planning techniques, including defining objectives, establishing timelines, and allocating resources.
- Stakeholder management and communication strategies for keeping project stakeholders informed and engaged.
- Risk management techniques for identifying and mitigating risks in BPM projects.

#### Module 8: Continuous Improvement and Sustainability

- Objective: Understand the importance of continuous improvement and sustainability in BPM initiatives.
- Strategies for embedding a culture of continuous improvement in the organization.
- Monitoring and measuring process performance to sustain BPM gains over time.
- Techniques for fostering innovation and adapting to changing business needs.

#### Module 9: Case Studies and Best Practices

- Objective: Explore real-world BPM case studies and best practices to reinforce learning and inspire innovation.
- Analysis of successful BPM implementations across different industries and organizations.
- Identification of key success factors and lessons learned from BPM case studies.
- Group discussions and knowledge-sharing sessions to exchange insights and ideas.

