

BPM: Process Mapping & Lean Six Sigma

Learn to map, analyse and improve business processes using BPM and Lean Six Sigma techniques, change management and leadership skills.

9

MODULES

27

TOPICS

COURSE OVERVIEW

This course introduces business process management concepts, methodologies and frameworks, then covers process mapping and analysis using tools such as flowcharts and swimlane diagrams to identify bottlenecks and inefficiencies. It examines process improvement techniques including Lean Six Sigma principles for eliminating waste and reducing cycle times, alongside change management strategies for handling resistance and engaging stakeholders. It also addresses soft skills, leadership and project management for BPM initiatives, before closing with continuous improvement practices and real-world case studies.

WHO THIS COURSE IS FOR

BPM Professionals

Process Analysts

Project Managers

Change Managers

Quality Improvement Specialists

LEARNING OBJECTIVES

- Explain BPM concepts, methodologies and frameworks
- Apply process mapping tools such as flowcharts and swimlane diagrams
- Analyse processes to identify bottlenecks and inefficiencies
- Apply Lean Six Sigma principles to eliminate waste
- Plan change management strategies to manage resistance
- Develop communication and collaboration skills for BPM projects
- Plan and manage BPM projects including risk and stakeholders
- Evaluate case studies to identify BPM success factors

9 Modules, 27 Topics

01

Introduction to Business Process Management (BPM)

Objective: Understand the fundamentals of BPM and its importance in organizational success.

TOPICS

- Overview of BPM concepts, methodologies, and frameworks
- Importance of process optimization and continuous improvement
- Role of BPM in driving efficiency, innovation, and competitiveness

02

Process Mapping and Analysis

Objective: Learn techniques for mapping and analyzing business processes to identify improvement opportunities.

TOPICS

- 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

03

Process Improvement Techniques

Objective: Explore strategies for improving business processes and driving operational excellence.

TOPICS

- 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

04

Change Management in BPM

Objective: Understand the importance of change management in BPM initiatives and develop change management skills.

TOPICS

- 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

05

Soft Skills for BPM Professionals

Objective: Develop essential soft skills for effective BPM implementation and stakeholder management.

TOPICS

- 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

06

Leadership in BPM

Objective: Equip BPM professionals with leadership skills to drive process excellence and organizational change.

TOPICS

- 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

07

Effective Project Management for BPM

Objective: Learn project management skills for planning, executing, and monitoring BPM projects.

TOPICS

- 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

08

Continuous Improvement and Sustainability

Objective: Understand the importance of continuous improvement and sustainability in BPM initiatives.

TOPICS

- 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

09

Case Studies and Best Practices

Objective: Explore real-world BPM case studies and best practices to reinforce learning and inspire innovation.

TOPICS

- 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

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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