

Business Process Management

COURSE OVERVIEW

This practical and high-impact course is designed to equip professionals with the skills and frameworks needed to analyze, improve, and manage business processes for optimal performance. In today's dynamic and competitive environment, organizations must continuously refine their operations, eliminate inefficiencies, and deliver consistent value to customers and stakeholders.

This course provides a structured approach to understanding, mapping, modeling, and optimizing end-to-end business processes using globally recognized methodologies such as BPMN, Lean, and Six Sigma. Delegates will also explore how digital transformation and automation tools can enhance process agility and resilience.

WHO SHOULD ATTEND?

This course is designed for Process Improvement Managers, Business Analysts, Operations Managers, Quality Assurance Professionals, IT Project Managers, Strategy Officers, Internal Auditors, and other professionals involved in optimizing organizational workflows or service delivery.

COURSE OUTCOMES

Delegates will gain knowledge and skills to:

- Understand the principles and lifecycle of Business Process Management
- Identify and analyze core and support processes within the organization
- Use process mapping and modeling techniques to visualize workflows
- Identify performance gaps, redundancies, and inefficiencies
- Apply best-practice frameworks such as Lean and Six Sigma
- Align business processes with organizational strategy and customer needs
- Explore digital tools, automation, and metrics for continuous improvement

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand:

- BPM lifecycle: process identification, modeling, execution, monitoring, and optimization
- Process mapping using flowcharts, SIPOC, and value stream analysis
- Identifying bottlenecks and waste using Lean principles
- Using Six Sigma for process quality and defect reduction
- Introduction to Business Process Automation (BPA) and Robotic Process Automation (RPA)
- KPIs and metrics for process performance monitoring
- BPM software tools and digital transformation trends
- Case studies from finance, healthcare, the public sector, and manufacturing

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded