

Business Process Reengineering & Automation in the Digital Age

COURSE OVERVIEW

This course equips leaders to transform organizational processes for greater efficiency, agility, and competitive advantage. It covers process mapping and reengineering techniques alongside automation tools like robotic process automation (RPA), AI, and workflow software. The curriculum emphasizes aligning digital transformation efforts with global standards to ensure sustainable, high-performing operations. Participants will explore international best practices in process quality, governance, and IT-enabled service management.

WHO SHOULD ATTEND?

This course is designed for executives, operations managers, process improvement leaders, digital transformation officers, consultants, and IT leaders responsible for driving efficiency and automation in organizations. It is equally valuable for project managers, compliance officers, and strategists seeking to align process reengineering initiatives with organizational goals and governance frameworks.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Understand the principles of business process reengineering (BPR) in the digital era.
- Apply automation technologies such as RPA and AI to streamline operations.
- Develop strategies to reduce costs, improve agility, and optimize workflows.
- Align process reengineering initiatives with global standards for quality and governance.
- Lead organizations through transformation with measurable performance outcomes.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- End-to-end exploration of BPR frameworks and methodologies.
- Agile and iterative approaches to BPR.
- The practical tools for process mapping, redesign, and digital automation.
- Cultural and organizational change management.
- The modern tools and platforms for automation.
- Frameworks for balancing cost reduction, efficiency, and governance.
- Digital governance, risk and compliance.

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.