



CERTIFICATE IN BUSINESS PROCESS MANAGEMENT:

Online Programme

ABOUT THE COURSE

To remain competitive in today's global economy, businesses need to redefine their processes. Existing processes are too costly and often irrelevant to their intended purpose. **Business Process Management (BPM)** provides the framework and tools to refocus business processes and achieve breakthrough improvements in quality, cycle-time and service while reducing costs.

All organisations undergoing change require people who are skilled in designing, implementing and managing innovative business processes; these people are usually under pressure to complete projects, meet deadlines and find it difficult to attend instructor-led training courses. If you are one of these people, this course is ideal for you.

The spectrum of topics necessary to effectively **document, improve, design, redesign and transform business** which is covered in this six-month online certificate course.

You will learn the internationally accepted **Business Process Model and Notation (BPMN)** technique which is an intuitive way to define, analyse and document business processes.

You will also learn how to design and implement the information technology and organisational structure and culture required to enable new processes. Emphasis is placed on the seamless integration of processes across the enterprise.

The course is presented in a series of three modules with each building on knowledge acquired in the previous module. Each module is structured for easy assimilation and self-study.

You can study in your own time, at your own pace while applying your knowledge and skills to real-world business processes.

This course is aligned with the **Association of Business Process management (ABPMP) Guide to the Business Process Management Common Body of Knowledge (BPM CBOK®) Version 4.0.**

COURSE CONTENT

Module 1: Introduction to Business Process Management

- Understanding Business Process Management
- Key Business Process Concepts
- The Basics of Business Process Modelling
- Business Process Analysis
- Introduction to Business Process Improvement
- Introduction to Business Process and Design
- Business Process Performance Measurement
- Business Process Transformation

Module 2: Business Process Modelling

- Business Process Modelling Concepts
- Business Process Model and Notation (BPMN)
- BPMN Elements
- Extended BPMN Elements
- Preparing a BPMN Model from Case Study

Module 3: Improving and Implementing Business Process

- Aligning Business Processes with Business Strategy
- Defining Business Process Architecture
- Selecting Process for Improvement
- Understanding the Existing Process
- Understanding Customer Requirements
- Creating the Process Vision
- Improving the Process
- Building the To-Be Process Model
- Transforming the Process
- Managing the New Process

WHO SHOULD PARTICIPATE?

Anyone who is responsible for improving or managing a business process will benefit from this course.

Whether your background is business management, information technology, systems analysis, business architecture, quality management, engineering, human resources, finance, production, marketing or logistics, this course will provide you with essential knowledge to redesign and manage business processes and meaningfully contribute to process improvement teams.

ADMISSION REQUIREMENT

Business Process Management is by nature a cross-functional activity and is not the domain of any particular specialisation. For this reason, any tertiary degree or diploma, or a suitable period of business experience will be accepted as a prerequisite for admission of the course. This is a continuing education programme and is intended to build on previous business training and experience.

COURSE MATERIAL

All course material is delivered via the internet. All you need is a computer and internet connectivity, no additional material is required.

COURSE CERTIFICATE

The assignments required for course completion are aimed at testing practical skills and application capability rather than academic knowledge.

To achieve the Course Certificate you will be required to complete and submit the course assignments as well as a project based on a case study. The project consists of analysing a business process and redesigning it using the techniques you have learned; then modelling the process as it will be after it has been redesigned and implemented (the to-be process). The project is the examination for this course.

You may REGISTER for this course at any time.

Registration gives you access to the course material.

FEES: ZAR12,650 per delegate including VAT.
USD 750.00

REGISTRATION: Return registration form to Cathy at cathym@viewpoint.co.za or register online at www.viewpoint.co.za

ENQUIRIES:

Tel: +27 87 135 2507 or +27 83 226 1588

REGISTRATION FORM
CERTIFICATE BUSINESS PROCESS MANAGEMENT: ONLINE
PROGRAMME

To register please complete this form and return to cathym@viewpoint.co.za

We wish to register the following delegates:

DELEGATE 1:

Course date: _____

First Names: _____ Preferred Name: _____

Surname: _____

Cell No: _____ Email: _____

Position in Company: _____

DELEGATE 2:

Course date: _____

First Names: _____ Preferred Name: _____

Surname: _____

Cell No: _____ Email: _____

Position in Company: _____

COMPANY

Name of Company: _____

Company VAT Number: _____

Postal Address: _____

Postal Address: _____

Contact Person: _____ Tel: _____

Email: _____ Cell: _____