

This session presents key concepts and tools on process measurement. You will learn how to apply these principles in your organization at both the organizational level and the business process level.

You will acquire actionable insight on the role of measurement in process improvement and management with a balanced combination of theoretical and practical information. A hands-on, exercise based course on process measurement at the organizational and process level developing insight into how to establish meaningful, customer-focused metrics, process metrics and organizational metrics. Become aware of the measurement pitfalls to avoid.

Process measurement skills are essential to BPM success. In this course you will acquire a solid understanding of practical measurement techniques and how to apply these to the analysis and design of business processes.

Determining what to measure and defining clear measurement criteria are at the basis of success in process measurement. This session presents key concepts and tools on the basic principles of process measurement, and how to apply these principles at the organizational level, customer level, and the business process level. At the organizational level, you will learn how to apply the principles of balanced scorecard. At the process level, you will learn how to apply process measurement to the analysis and design of business processes, discover the critical success factors and also the pitfalls to avoid.

You will gain an appreciation for the importance of using leading indicators. You will also practice key process measurement skills on case studies and apply these to your own organization through connections exercises.

WHO SHOULD ATTEND:

- BPM Practitioners
- Business Analysts
- Business Process Analysts
- Business Process Managers
- Project Managers
- Business Architects
- Process Improvement Team Members
- Line of Business Managers and Supervisors

COURSE OUTLINE:

- Introduction to BPM
- BPM Key Concepts
- Modeling
- Analysis
- Process Improvement Methods
- Design
- BPM Tools and Technologies
- Process Management
- BPM Community

RECOMMENDED PREREQUISITES:

- BPM 101
- PROCESS MODELING, ANALYSIS AND DESIGN

“Excellent delivery of materials with many useful templates/worksheets that can be leveraged.”

CUSTOMIZED GROUP TRAINING — FREE CONSULTATION

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1-DAY FACE-TO-FACE — 1 EIGHT HOUR SESSION

Instructor-led classroom

Credits: 6.5 CDU/CEU/PDU credits
Cost: Starting at \$895 - login for rates

LIVE ONLINE — 2 FOUR HOUR SESSIONS

Live Instructor-led virtual classroom

Credits: 6.5 CDU/CEU/PDU credits
Cost: Starting at \$795 - login for rates

ON DEMAND — 6 ONE HOUR MODULES

Self-paced, on demand, available 24/7/365

Credits: 6.5 CDU/CEU/PDU credits
Cost: Starting at \$595 - login for rates

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