

Course Description

How to Model, Analyze and Improve Business Processes AMS1037

14 Professional Development Units
14 Education Hours

Overview

Business processes are the day to day drivers for most organizations. They are often a key connection between the entity and their customer. They are a combination of operating procedures, business rules and supporting computer systems. Yet, many business processes are often undocumented, misunderstood, not optimized, error-prone and inefficient.

This training workshop gives you an experience-proven set of techniques, methods, and tricks to help you model, analyze, and improve both the business and system processes. These approaches will help you create business process models including workflow diagrams and swim lane (activity) diagrams. Creating the business process model will increase your understanding of the actual business processes and business rules involved. With this foundation in place, special techniques will help you analyze the business processes and extract requirements for business process improvement. These techniques will support optimization and improvement of the AS IS business system or requirements for a new TO BE business.

Learning Objectives

- List 5 improvement methods based on business process models
- Describe business process models
- Model the AS IS business process
- Document the details of each process using the most appropriate technique
- Document existing business processes
- Extract, document, and analyze business rules embedded on the processes
- Localize business process timing conflicts and anomalies
- Identify error and exception processes and how they work
- Use the process models to identify business process problems
- Present the Process Models to the business community for review
- Develop a list of process improvements and/or requirements
- Identify measures to track ongoing progress
- Identify process measurements to evaluate initial and continuous improvement

Format

This course is highly interactive and how-to oriented. Discussion of concepts and principles is followed by hands-on exercises. The emphasis is on the practical application

Delivery Options

Duration

2 days

Who Should Attend

Business Analysts, Business Process Owners, Business Process Managers, Process Improvement Specialists, Project Managers and Leaders, Subject Matter Experts, Department Supervisors, Managers, and Directors, Requirements Definition Specialists, Strategic Planners, System Analysts, Process Analysts would benefit from taking this course.

