BTS
Training & Consultancy

Business Process Analysis & Modelling Workshop

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Business Process Analysis & Modelling Workshop

Course Summary:

Business process analysis and modelling is an essential component of Business Process Redesign (BPR) as well as other business process improvement initiatives such as reengineering, systems development, quality management and continuous process improvement.

In this workshop the participants will acquire the knowledge and skills to analyse and accurately model business processes at the enterprise level as well as the detailed workflow level.

Participants will learn the Integration Definition for Process Modelling (IDEF0) method and the Business Process Diagram notation. These are open modelling standards that are used by a number of leading business process modelling tools. They are easy to understand and can be applied to all aspects of business process innovation. These methods facilitate rigorous analysis, creative thinking and the development of information technology systems.

Business process analysis and modelling are important because:

- The accurate description of business processes requires rigorous analysis
- Business process models provide a baseline from which to improve
- Analysis and modelling facilitates improvement through uncovering anomalies, redundancies and deficiencies
- Models provide the basis for studying and testing a process design and measuring process outcome
- Business process models transform ephemeral knowledge into a tangible business asset - reusable models that all can understand
- Models provide clear business process definitions for the effective operation of the business.

Training Methodology

State-of-the-art business process modelling methods are transferred by means of short, focused presentations which are followed by experiential learning workshop sessions. In these sessions the knowledge gained is applied to real-world examples and case studies. Rapid learning of the methods and techniques is achieved by means of group work, individual work, participant discussion, facilitator interaction and constructive feedback.

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Organizational Impact
- Enable a process-centred organisational culture
- Facilitate radical and continuous improvement in the organisation
- Accurately define the work of the organisation through the use of business process models
- Contribute to the achievement of breakthrough organisational performance.

Personal Impacts
- Objectively obtain the right information to build business process models
- Effectively apply best-practice business process modelling techniques
- Confidently contribute to business process improvement initiatives.

Competencies Emphasized
- The skill to gather the right information to build a business process model
- The ability to analyse business processes into their elements
- The ability visualise and communicate process flow
- The skill to synthesise the information gathered into accurate models describing business activity.

Who Should Attend?
The workshop is designed for business managers, process owners, business and systems analysts, information technology professionals, BPR project leaders, BPR project team members and quality specialists.

Course Objectives:

By the end of this course, delegates will learn about:

- Objectively analyze the process dimension of the business
- Accurately define the scope of a business process
- Develop an enterprise-level business process model
- Capture and map the details of an existing business process using a model

- Build an integrated model of a defined business process showing its levels of detail
- Obtain the information necessary to build a business process model
- Identify business process improvement opportunities using a model

Course Outline:

Day 1

Understanding Business Processes

- The process view: an introduction to business processes
- Types of business processes
- Identifying and naming business processes
- The characteristics of a process
- How to analyse the elements of a business process
- Practical analysis work

Day 2

Developing Business Process Diagrams

- An introduction to Business Process Diagrams
- Modelling business processes at workflow level
- Modelling event-driven processes
- Representing detailed branching and joining logic
- Integrating process models
- Practical business process modelling work

Day 3

Modelling Processes Using the Integration Definition for Process Modelling (IDEF0)

- Basic business process modelling concepts
- The IDEF0 modelling method
- Starting a business process model

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- Establishing the scope of the model
- Modelling activities and objects
- Developing decomposition diagrams
- Practical business process modelling work

Day 4

Gathering the Right Information

- Information gathering techniques
- Planning an information gathering workshop
- Identifying and involving stakeholders
- Conducting workshop sessions
- Facilitating a simulated workshop to obtain information to build a business process model

Day 5

Improving Business Processes Using Models

- Identifying improvement opportunities using process models
- Moving from as-is to to-be models
- Describing improvements using process models
- Simulating business processes
- Linking process models to data models
- Choosing the right modelling tool.