



**The BPTrends Associates
Business Process Management
Certificate Program**

The Business Process Trends Associates Business Process Management (BPM) Certificate Program is an exciting, innovative program designed to assist business leaders, managers and practitioners in the planning, architecting, designing, measuring and managing of an organization’s business processes. The BPTrends Associates BPM Methodology is a comprehensive, integrated approach to BPM and addresses the Enterprise Level, the Business Process Level and the Implementation Level. (See Figure 1 below.) It is based on the practical experience of BPTrends Associates’ principals and founders, Roger Burlton and Paul Harmon, two of the most respected thought leaders in the BPM community. The Methodology maps directly to Paul’ Harmon’s recently published book, *Business Process Change*, 2nd edition and is supported by Roger Burlton’s book, *Business Process Management: Profiting from Process*.

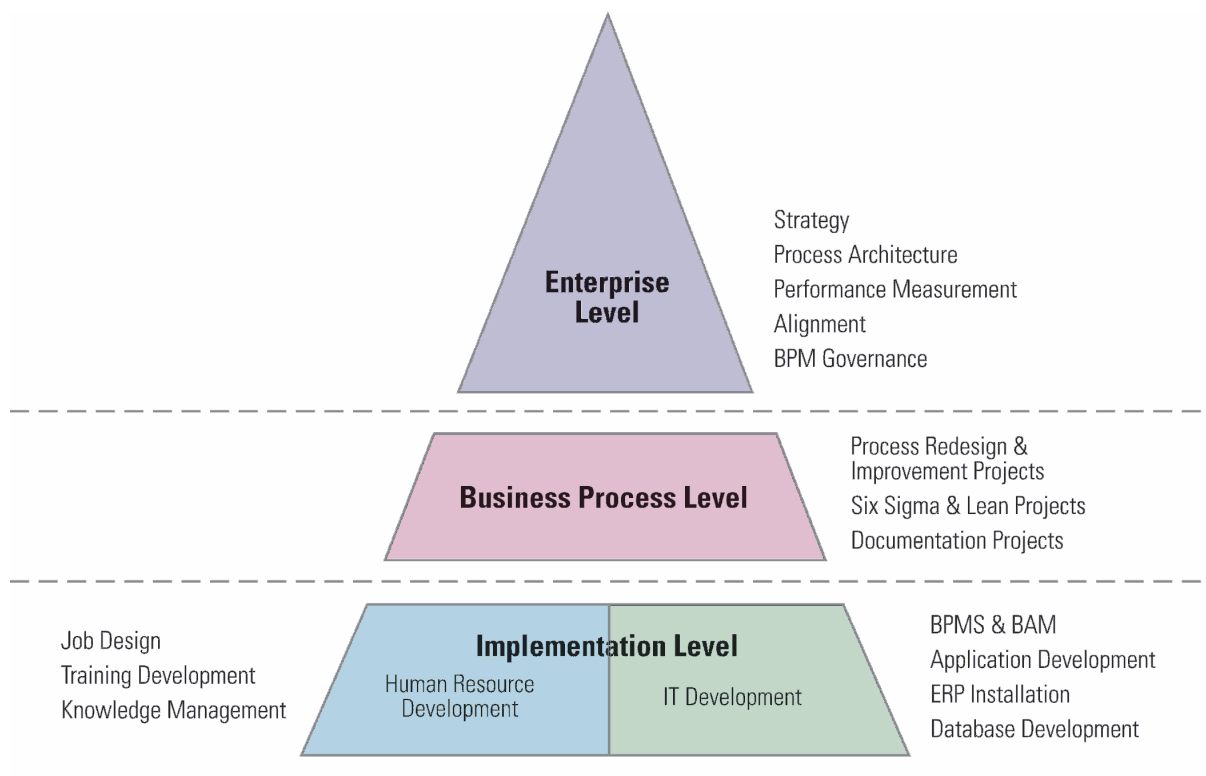


Figure 1 – The BPTrends Associates Methodology

Business Process Management Professional Certificate

Complete 40 hours of coursework (3 courses, 5 days) to earn your BPTrends Associates BPM Professional Certificate. Students may enroll in individual courses and are not required to enroll in a certificate program; however, some courses are prerequisites for other courses in the BPM Program. Prerequisites are listed below.

Required Courses

Code	Course Title	Duration	Prerequisites
BPTA 101	Principles of Business Process Management	1 day	This course is a prerequisite for all courses in the BPM Curriculum
BPTA 102	Introduction to Business Process Modeling, Analysis and Design	3 days	BPTA 101 is a prerequisite for this course
BPTA 103	Information Gathering and Facilitation for Business Processes	1 day	BPTA 101 and BPTA 102 are prerequisites for this course

Principles of Business Process Management

BPTA 101 | 1 day

COURSE DESCRIPTION

This course is the foundation for all courses in the Business Process Management curriculum and a prerequisite for all courses in the BPTrends Associates Curriculum. It provides a broad overview and discussion of the principles, concepts, and techniques required to transform your business from a traditional, functional organization to a process-centric organization. The course introduces a systematic approach and methodology for the planning, architecting, designing, measuring and managing your company's business processes.

WHO SHOULD ATTEND

This Introduction to BPM is a must for everyone interested in business process improvement. It's designed for business managers, business analysts and practitioners involved in process-based change and the automation of process solutions. This course is the foundation for all other courses in the BPTrends Associates BPM curriculum. It establishes a methodology, a common vocabulary, and baseline assumptions for all other courses in the curriculum.

WHAT YOU WILL ACHIEVE

- Understand the value and benefits of business process management
- Understand the principles of business process management and how to apply them
- Understand BPM best practices and methodologies
- Understand the respective roles of relationship management, process architecture, process analysis, system design, and organization design – and how to make them work together.
- Understand basic BPM management and measurement techniques.

WHAT YOU WILL LEARN

- How to align your corporate strategy with a well designed business architecture
- How to integrate your business process architecture with human performance and IT implementation plans.
- The key considerations of a process-based approach to business process change management
- The strategic, tactical and operational considerations in a comprehensive BPM framework
- How to plan for cross-organization acceptance and implementation

WHAT YOU WILL DO

- The exercises in this class center on applying what you learn to your own organization by working through a mini-audit of your organization's business process practices and capabilities

Introduction to Business Process Modeling, Analysis & Design

BPTA 102 | 3 days

COURSE DESCRIPTION

This course provides an introduction to the skills and techniques required to design new processes or to redesign and improve existing processes. It focuses on identifying opportunities for process improvement and presents the process analysis, modeling and design techniques and tools required to improve performance. Participants will learn to scope processes and to model organizations, value chains and specific processes using graphical models to document results. And, they will learn how to define measurement techniques for evaluating outcomes. Guidelines are provided for establishing modeling standards and selecting simple tools. The course is organized around a universally applicable case study that will be developed by attendees working in teams. The approach is hands-on and business oriented and attendees will be able to immediately apply what they learn within their own organizations.

WHO SHOULD ATTEND

This course is designed for business analysts and practitioners and provides a comprehensive introduction to the skills and techniques used in analyzing business processes and redesigning or improving processes. This Analysis and Design course is a must for business and IT architects, analysts and designers involved in process-managed organizations, process-based change, and the automation of process solutions. TQM, Lean and Six Sigma team members, requirements specialists, project managers, HR competency professionals and change agents will all benefit from the knowledge and skills acquired in this course.

WHAT YOU WILL ACHIEVE

- Understand the principles and benefits of proven analysis and design techniques
- Understand how to identify opportunities for improving business process performance
- Understand the roles and responsibilities of the people in the process
- Understand how to validate solutions and gain buy-in from management and staff
- Understand how to develop a common language for describing business processes

WHAT YOU WILL LEARN

- How to appropriately define a business process project scope
- How to select and apply the proper tools and techniques to model, analyze, manage, measure and improve processes
- How to develop and apply re-usable process documentation templates
- How to apply creative thinking approaches and design techniques to process improvement
- How to develop critical measures for evaluating business process performance
- How to develop and apply testing, and validating methods to new process designs

WHAT YOU WILL DO

- The exercises in this class center on analyzing actual business problems, creating models of existing business processes, and developing and modeling redesigned business processes.

Information Gathering and Facilitation for Business Processes

BPTA 103 | 1 day

COURSE DESCRIPTION

This course provides practical training to ensure that trustworthy input for process analysis and design is gathered in one-on-one interviews with process stakeholders and in facilitated group settings. Techniques for generating innovative business process solutions in creative sessions will be addressed. These techniques will allow the participant to deliver better solutions based on consensus and commitment from stakeholders. This course will answer the Who, What, When, Where, Why and How of effective Business Process information collection, creation and validation. It will cover the benefits of the various approaches, how to select the right participants and how to prepare for, run and follow up a session. The roles, skills and techniques of the interviewer, facilitator and scribe will be defined and the course will provide practice for all participants through the use of a sample scenario and role play.

WHO SHOULD ATTEND

This class is designed for Business Analyst professionals responsible for gathering and documenting information about an organization's business processes. Process Project Managers responsible for coordinating process improvement solutions will learn what to expect from process sessions. Information and Business Professionals who have process team-member and facilitator responsibilities will learn when to participate and when to facilitate. IS and Business Professionals participating as subject experts in interviews and in a Facilitated session will be better equipped to contribute. Experienced facilitators will learn the differences among types of process facilitation and other types of facilitated group sessions.

WHAT YOU WILL ACHIEVE

- Understand why information gathering and facilitation for process projects is different
- Understand what questions to ask in order to reduce process analysis and design risk
- Understand when to interview and when to run facilitated session.
- Understand the different styles of workshop participants.
- Understand the range of creative approaches that turn conflict into consensus for process assessment and design.
- Understand who should and should not play which roles

WHAT YOU WILL LEARN

- How to build a good interview checklist and workshop agenda
- How to conduct interviews and facilitated sessions designed to gain trusted information about processes.
- How to gain consensus among competing and conflicting stakeholders.
- Facilitator skills and techniques to successfully run a Facilitated Session within a process driven framework.
- How to implement the concepts of process oriented facilitated sessions successfully in your organization

WHAT YOU WILL DO

- The exercises in this class center on working with others to facilitate the analysis and redesign of processes.

About BPTrends Associates

BPTrends Associates is a professional services company, providing BPM consulting, executive education and training programs to assist organizations in the planning, architecting, designing, measuring and managing of their business processes. The BPTrends BPM Methodology is a comprehensive, integrated approach to BPM and addresses the Enterprise Level, the Process Level and the Implementation Level. It is based on the practical experience of BPTrends Associates' principals and founders, Roger Burlton and Paul Harmon, two of the most respected thought leaders in the BPM community. The Methodology maps directly to Paul Harmon's recently published book, *Business Process Change*, 2nd edition and is supported by Roger Burlton's book, *Business Process Management: Profiting from Process*. Paul Harmon is also a Founder and Executive Editor/Analyst at BPTrends (www.bptrends.com), the most comprehensive and trusted source of business intelligence in BPM. Roger Burlton is also the Founder of Process Renewal Group and the author of *Business Process Management: Profiting from Process*.