Certificate in Business Process Management & Improvement (BPMI)

A highly interactive, high-energy, practical training course explaining the value of Business Process Management and Improvement (BPMI) as a differentiator to your business

On This Course, You Will:

1. **Understand** the value and concepts of Business Processes Management & Improvement (BPMI)
2. **Produce** business process models to aid the analysis, readability and understanding of organisational responsibilities
3. **Learn** best practice techniques to coherently map, accurately measure and thoroughly analyse business processes and work activities across your organisation
4. **Suggest** process improvements to run your organisation effectively, redesign improved processes, and deliver appropriate process and task documentation
5. **Assess** the potential reaction to changes in processes and manage these within your organisation

3 FOR 2 OFFER

10 – 13 August 2020 | The Address Hotel, Dubai Marina Dubai, UAE
20 – 23 December 2020 | The Address Hotel, Dubai Marina Dubai, UAE

Amin M. Issa
Facilitator | Consultant

COURSE INFORMATION

About CPD

Established in 1996, The CPD Certification Service is the independent CPD accreditation centre working across all sectors, disciplines and further learning applications and supports policies of institutional and professional organisations globally.

CPD is the term used to describe the learning activities professionals engage in to develop and enhance their abilities and keep skills and knowledge up to date.
This course is an accredited Continuing Professional Development (CPD) training which means it meets CPD standards and benchmarks. The learning value has been scrutinised to ensure integrity and quality.

Course Requirements And Certificates

Delegates must meet two criteria to be eligible for an Informa Certificate of Completion and a digital certificate from CPD UK:

1. Satisfactory attendance – delegates must attend all sessions of the course. Delegates who miss more than 2 hours of the course sessions will not be eligible to sit the course assessment
2. Successful completion of the course assessment

Delegates who do not meet these criteria will receive an Informa Certificate of Attendance. If delegates have not attended all sessions, the Certificate will clearly state the number of hours attended.

Course Overview

To harness the work done and increase productivity in organisations, it is essential to understand how to manage business processes. This course explores the need for managing business processes and how process modelling, mapping and analysis are all parts of a larger framework for achieving higher quality through Business Process Management and Improvement. You will explore the essential steps to process mapping and the critical success factors of continuously improving your operations. The course provides a practical framework for you to understand and model business processes, and describes how to develop and continuously improve a variety of process types.

Business process modelling is mainly used to map a workflow so you can understand analyse and make positive changes to that workflow or process. The usage of diagrams helps you to visualise this process and make better decisions.

During this highly interactive, high-energy four-day course, you will acquire the knowledge and skills to accurately model business processes at both, the enterprise as well as detailed workflow levels.

The course also provides a step-by-step approach to effectively analyse processes to ensure that business process models accurately reflect reality and include stakeholder requirements.

The concepts during the course are transferred by means of short, focused presentations which are joined with practical 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, participant discussion, facilitator interaction and case studies.

The concepts and content of this course are based on years of best practice gleaned from hands-on experience in Business Processes Management and Improvement (BPMI) within various industries and subject matter domains across commercial and public sectors. This course is your roadmap for developing your BPMI professional skills.

COURSE OUTLINE

Course Timings: Registration will be at 08:00 on Day One. The course will commence at 08:30 each day and end at 14:30. There will be breaks for refreshments and lunch will be served at the end of each day's session.

Day One

The Need For Business Processes Management (BPM)
- What is Business Processes Management (BPM)?
- What are the benefits of BPM?
  - To the customer – Improved quality
  - To the employee – Increased satisfaction
  - To the organisation – Better performance
- The organisational view and the link to strategy
- Why create a process-centric organisation?
- Management responsibility

The Process Model
- What is a process?
- Benefits of process modelling
- Identifying and analysing process customers
- The KANO Model

Exercise: Develop the KANO Model for your organisation

- The process model – SIPOC

Exercise: Developing process models

- The difference between outputs and outcomes
- How to manage business processes and the interactions effectively
- Requirements of effective process design

Day Two

Techniques For Process Mapping
- What is process mapping?
- Types of process flows
- Creating 'As Is' process models
- Producing process flows of individual business processes and decomposing these to the right level of detail for clarity

Exercise: Produce activity flowcharts

- Cross-functional "swim lane" diagrams

Exercise: Produce cross-functional "swim lane" diagrams

Day Three

Refining Your Process Maps
- Frequently found mapping problems and how to correct them
- Level of detail: How much is enough
- Process details in text

Continuously Improving Your Business Processes
- Deming Cycle (PDCA) – Continual improvement

Exercise: The cards game

- Benchmarks
- Lean thinking and the seven wastes
- Kaizen
- The 5Ss methodology

Exercise: The 5Ss game

Optimising Business Processes Effectively
- 5W and 1H tactics to identify process gaps and perform root cause analysis
- Creating 'To Be' process models
- Process performance analysis
- Identifying and applying metrics and Key Performance Indicators (KPIs)
- Process measures vs. results measure

informa connect

COURSE OUTLINE (CONTINUED)

Day Four

Six Sigma As A Process Improvement Tool
- Why the interest in Six Sigma?
- Six Sigma approaches
- Understanding the Process Sigma Metric
- What is variation? Importance of reducing variation
- DMAIC overview
- Cause and effect diagram

Exercise: Define a problem and its root causes

- Pareto chart
- Control charts

Implementing A Culture Of BPMI
- Putting principles into practice
- Leadership: Taking ownership, "top-down" leadership commitment and involvement
- Tips for developing and coaching leaders/employees
- Implementing a business strategy driven by your customers
- Focusing on continuous improvement – the role of audit and review

Who Should Attend

This course will benefit anyone who wishes to learn how to improve their organisation's performance through the tools and techniques of Business Process Management and Improvement (BPMI). This course has no pre-requisites.

Some Job Titles Include:
- Business Process Manager/Consultant/Owner/Specialist/Executive/Engineer/Designer
- BPM Project Leader
- Business Analyst
- Business Systems Analyst/Manager
- Quality Assurance
- Analyst/Specialist/Manager
- Enterprise Architect
- Business Planner
- Project Manager

Meet Your Expert Course Leader

Amin M. Issa
Facilitator | Consultant

Amin M. Issa is an accomplished senior professional with over 35 years of experience.

He has held senior leadership positions like Quality Assurance and Processes Director, Head of Sales and Customer Relations, and Head of PMO and Transformation in international organisations like United Arab Shipping Company, Lloyds Register, and Orange Telecom Group. He possesses experience in diversified fields, including quality and business process management and improvement, design and execution of transformation programmes, customer relations, deployment of Balanced Scorecards, product and services launches, change management and improvement through Six Sigma, Sigma Lean and project management through leadership of the PMO Office and COPC deployment in customer service.

Amin has a strong background in programme development and Business Processes Management and Improvement (BPMI) with an outstanding history of managing projects from initial conception, through development, to implementation.

He is a Certified Surveyor/Industrial Inspector, Lead Auditor, Trainer, Six Sigma Project Manager, and a COPC Registered Coordinator.

Amin has outstanding communication talent with proven abilities to build and lead highly efficient teams, train technical and non-technical personnel, and convey complex concepts in understandable terms.

Below is a list of some of his professional certifications:
- Certified Surveyor – Lloyds Register
- Lead Quality Assurance Audit and Trainer – Lloyds Register
- Certified Lead Auditor for International Ship Management Standard – Lloyds Register
- Certified Senior Examiner for the Excellence Programmes- King Abdullah II award for excellence
- Certified Six Sigma Green Belt and Black Belt – Orange Group
- Certified COPC Practitioner – COPC Inc.
- KPI Professional (KPI-P) – Balanced Scorecard Institute

informa connect

CERTIFICATE IN BUSINESS PROCESS MANAGEMENT & IMPROVEMENT (BPMI)

Date	Fee Before 1 Jun 2020	Fee Before 6 Jul 2020	Final Fee
10 – 13 Aug 2020 (BC8187)	US$ 4,195	US$ 4,695	US$ 5,195

Date	Fee Before 11 Oct 2020	Fee Before 15 Nov 2020	Final Fee
20 – 23 Dec 2020 (BC8444)	US$ 4,195	US$ 4,695	US$ 5,195

Pricing excludes 5% VAT, charged where applicable
Book and pay full fee for two colleagues and the third attends for FREE

Delegate Details

First Name

Last Name

Job Title

Company

Address

Postal Code

Country

City

Tel/Fax

Mobile

Email

EVENT VENUE

The Address Hotel, Dubai Marina Dubai, UAE | Tel: +971 4 436 7777

Please contact the respective event venue directly to reserve your room. Quote 'Informa' to avail Informa corporate rates.

WAYS TO REGISTER

Tel: +971 4 408 2894 | Email: register-mea@informa.com
Mail: Informa Middle East Ltd. | PO Box 9428 - Dubai, UAE

The 3 for 2 offer is valid on full price

Payment to be settled before start of the course to avail the offer

Not applicable in conjunction with corporate discounts

Course fees include documentation, luncheon and refreshments. Delegates who attend all sessions and successfully complete an assessment, will receive an Informa Certificate of Completion and a digital Certificate of Continuing Professional Development (CPD UK).

All registrations are subject to our terms and conditions which are available at **www.informa-mea.com/terms**. Please read them as they include important information. By submitting your registration you agree to be bound by the terms and conditions in full.

PAYMENTS
A confirmation letter and invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event. Only those delegates whose fees have been paid in full will be admitted to the event.

AVOID VISA DELAYS – BOOK NOW
Delegates requiring visas should contact the hotel they wish to stay at directly, as soon as possible. Visas for non-GCC nationals may take several weeks to process.

CANCELLATION
If you are unable to attend, a replacement delegate will be welcomed in your place. If you cancel your registration 57 days or more before the event, you will receive a refund minus a 10% cancellation fee (plus VAT where applicable). Cancellation after 56 days before the event or if you fail to attend the event will be 100% payable. All cancellations must be sent by email to register-mea@informa.com marked for the attention of Customer Services Cancellation.

Due to unforeseen circumstances, Informa reserves the right to cancel the course, change the programme, alter the venue, speaker or topics.

For full details, please visit www.informa-mea.com

BC8187/BC8444 | WWW.INFORMA-MEA.COM/BUSINESSPROCESSMANAGEMENT | NS/DC
BUSINESS OPERATIONS / IT / LEADERSHIP AND MANAGEMENT