

ADVANCED BUSINESS PROCESS ANALYSIS, MAPPING & MODELLING

“Optimizing Organizational Performance through Process Clarity and Redesign”

Schedule

Date	Venue	Fees (Face-to-Face)
03 - 05 Mar 2026	Doha, Qatar	USD 2495 per delegate
06 - 08 Oct 2026	Doha, Qatar	USD 2495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training, In-House Training

Introduction

Organizations striving for operational excellence must understand, analyze, and improve their business processes. Business process analysis and modeling help identify inefficiencies, eliminate redundancy, and enable informed decisions around automation, system design, and service delivery.

This 3-day advanced course equips professionals with the practical skills to analyze, map, and model complex processes using internationally recognized techniques and notations. Participants will apply process frameworks, root cause analysis, and value stream mapping to real-life case studies and simulations for deeper learning.

Objectives

By the end of this course, participants will be able to:

- Define, map, and document current-state (as-is) and future-state (to-be) business processes
- Apply tools such as SIPOC, swimlane diagrams, and value stream maps
- Analyze process performance using metrics and root cause analysis
- Redesign workflows for greater efficiency, automation, and compliance
- Communicate process models to stakeholders using standard notations (BPMN, etc.)

Why Attend

- To gain hands-on expertise in analyzing and optimizing core business processes
- To drive process improvement, automation, and digital transformation initiatives
- To eliminate waste, bottlenecks, and duplication of effort in business workflows
- To enhance cross-functional collaboration using standardized process language
- To prepare for roles in process management, operations, and business analysis

Target Audience

This program is designed for:

- Business process analysts and improvement professionals
- Business analysts and operations managers
- IT professionals and systems designers involved in process automation
- Compliance officers and quality managers
- Project managers responsible for business transformation initiatives

Individual Benefits

Key competencies that will be developed include:

- Advanced process modeling and mapping skills
- Process performance evaluation and redesign techniques
- Effective stakeholder engagement through visual communication
- Use of BPM tools and frameworks (e.g., BPMN, SIPOC, VSM)
- Ability to support continuous improvement and innovation

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Clear and efficient documentation of business processes
- Improved process efficiency and customer satisfaction
- Stronger alignment of processes with business goals and compliance
- Accelerated decision-making and system development cycles
- Foundation for automation, RPA, and digital transformation

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Best practices in process analysis, modeling, and management
- Case Studies - Practical examples of business process improvement projects
- Workshops - Hands-on sessions to map and redesign business processes
- Peer Exchange - Cross-functional group discussions and exercises
- Tools - Templates for SIPOC, swimlanes, process models, and evaluation metrics

Course Outline

Detailed 3-Day Course Outline

Training Hours: 7:30 AM - 3:30 PM Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Process Mapping Fundamentals and Analysis

- Module 1: Foundations of Business Process Management (07:30 - 09:30) • Process thinking and organizational performance • Overview of BPM lifecycle and tools • Linking strategy to operational processes
- Module 2: Mapping the As-Is Process (09:45 - 11:15) • Process identification and scoping • SIPOC diagrams and process boundaries • Swimlane and flowchart techniques
- Module 3: Root Cause and Gap Analysis (11:30 - 01:00) • Analyzing inefficiencies, delays, and waste • Fishbone diagrams and 5 Whys technique • Identifying quick wins and systemic issues
- Module 4: Workshop - Mapping a Current State Process (02:00 - 03:30) • Hands-on activity using swimlanes and flowcharts

Day 2: Process Evaluation and Redesign

- Module 1: Metrics and Performance Indicators (07:30 - 09:30) • Process KPIs: cycle time, lead time, error rates • Linking process metrics to customer outcomes • Baseline and benchmarking
- Module 2: Value Stream Mapping (09:45 - 11:15) • Understanding value-added vs. non-value-added steps • Visualizing and quantifying workflow efficiency • Applying VSM in service and manufacturing contexts
- Module 3: Designing the Future-State Process (11:30 - 01:00) • Process simplification and reengineering • Incorporating automation and technology enablers • Validating design with stakeholders
- Module 4: Redesign Simulation (02:00 - 03:30) • Group case study: creating a to-be process map

Day 3: Modeling, Communication and Implementation

- Module 1: Introduction to BPMN and Modeling Standards (07:30 - 09:30) • Understanding Business Process Model and Notation (BPMN) • Basic elements: tasks, events, gateways, and pools • Creating understandable process models
- Module 2: Tools and Software for Process Design (09:45 - 11:15) • Using digital tools (e.g., Visio, Bizagi, Lucidchart) • Modeling for system development and automation • Integrating process models into project documentation
- Module 3: Managing Process Change (11:30 - 01:00) • Communicating changes and gaining buy-in • Process governance and documentation standards • Monitoring success and sustaining improvement
- Module 4: Final Workshop and Closeout (02:00 - 03:30) • Team presentations of process redesign • Certification and feedback

Certification

Participants will receive a Certificate of Completion in Advanced Business Process Analysis, Mapping & Modelling, validating their capabilities in process discovery, improvement, and communication using advanced analytical and modeling techniques.

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