

BUSINESS PROCESS ANALYSIS & MODELING

““Designing and Improving Processes to Maximize Efficiency, Clarity, and Business Value””

Schedule

Date	Venue	Fees (Face-to-Face)
02 – 06 Nov 2026	Dubai, UAE	USD 3495 per delegate

► Available delivery methods: Face-to-Face & Online Training

Introduction

In today’s fast-paced, customer-centric business environment, organizations must continuously analyze and optimize their internal processes to remain competitive and agile. Business Process Analysis & Modeling (BPAM) equips professionals with the tools and methods needed to map, assess, and redesign processes for operational excellence and digital transformation.

This intensive 5-day course provides participants with practical knowledge and techniques to understand current business processes, identify inefficiencies, model workflows, and drive sustainable improvements. Using industry-standard notations and real-world case studies, the course empowers professionals to bridge the gap between business needs and IT solutions.

Objectives

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

- Understand the principles of process analysis and business modeling
- Apply tools like process maps, swimlanes, and BPMN to visualize workflows
- Identify performance gaps, redundancies, and automation opportunities
- Redesign business processes aligned with strategic goals
- Support process documentation, optimization, and system integration

Why Attend

- Build skills to identify and solve operational inefficiencies
- Improve transparency, accountability, and compliance in workflows
- Support process-driven transformation and digital initiatives
- Enhance cross-functional collaboration and process ownership
- Translate business requirements into structured process models

Target Audience

This program is designed for:

- Business Analysts and Process Improvement Specialists
- Operations and Quality Managers
- Systems Analysts and Functional Consultants
- Project Managers and Change Leaders
- Anyone involved in process documentation, redesign, or optimization

Individual Benefits

Key competencies that will be developed include:

- Process mapping and performance analysis
- Business Process Model and Notation (BPMN) techniques
- Process documentation, stakeholder analysis, and redesign
- Gap analysis and continuous improvement strategies
- Alignment of process goals with KPIs and business strategy

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved process efficiency and service delivery
- Consistent documentation and modeling standards across departments
- Support for automation, ERP, and system implementation initiatives
- Enhanced governance and process transparency
- Stronger change readiness and performance monitoring

Instructional Methodology

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

- Strategy Briefings - Business process management frameworks and methods
- Case Studies - Process improvement and automation case examples
- Workshops - End-to-end process mapping, stakeholder walkthroughs
- Peer Exchange - Sharing challenges and best practices across industries
- Tools - Templates for process maps, stakeholder matrices, and KPIs

Course Outline

DETAILED 5-DAY COURSE OUTLINE

Training Hours: 07:30 AM – 03:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Introduction to Business Process Thinking

- Module 1: What is a Business Process? (07:30 – 09:30) • Process vs. procedure vs. function; value streams and handoffs
- Module 2: Business Process Management Frameworks (09:45 – 11:15) • BPM lifecycle, maturity models, and strategic alignment
- Module 3: Workshop – Process Identification (11:30 – 01:00) • Scoping and selecting processes for analysis
- Module 4: Types and Levels of Process Models (02:00 – 03:30) • Value chains, SIPOC, level 0 to level 3 detail

Day 2: Mapping and Visualizing Current-State Processes

- Module 5: Introduction to Process Mapping Techniques (07:30 – 09:30) • Flowcharts, swimlanes, and cross-functional diagrams
- Module 6: BPMN (Business Process Model and Notation) Basics (09:45 – 11:15) • Core elements: events, activities, gateways, and artifacts
- Module 7: Workshop – Drawing As-Is Process Models (11:30 – 01:00) • Using standard notation to depict real processes
- Module 8: Identifying Bottlenecks and Waste (02:00 – 03:30) • Lean principles and value-added vs. non-value-added activities

Day 3: Analyzing and Measuring Process Performance

- Module 9: KPIs and Metrics for Processes (07:30 – 09:30) • Cycle time, throughput, quality, and efficiency indicators
- Module 10: Root Cause Analysis and Gap Identification (09:45 – 11:15) • Fishbone diagrams, 5 Whys, and performance variance
- Module 11: Workshop – KPI Definition and Baseline Analysis (11:30 – 01:00) • Selecting indicators for tracking process success
- Module 12: Process Benchmarking and Maturity Models (02:00 – 03:30) • Assessing performance relative to best-in-class

Day 4: Process Redesign and Future-State Modeling

- Module 13: Redesign Principles and Optimization Techniques (07:30 – 09:30) • Simplification, standardization, automation, and digital enablement
- Module 14: Creating To-Be Models with BPMN (09:45 – 11:15) • Future-state process design and stakeholder validation
- Module 15: Workshop – To-Be Modeling Simulation (11:30 – 01:00) • Scenario-based redesign exercise
- Module 16: Aligning Redesign with Technology and Strategy (02:00 – 03:30) • Process improvement within digital transformation initiatives

Day 5: Implementation and Change Management

- Module 17: Documenting and Communicating Process Models (07:30 – 09:30) • Process documentation standards and stakeholder communication
- Module 18: Change Management and Process Ownership (09:45 – 11:15) • Managing resistance, enabling adoption, and continuous monitoring
- Module 19: Final Case Study – End-to-End Process Improvement (11:30 – 01:00) • Group presentation of analyzed and redesigned process
- Module 20: Action Planning and Certification (02:00 – 03:30) • Individual roadmaps and course wrap-up

Certification

Participants will receive a Certificate of Completion in Business Process Analysis & Modeling, validating their ability to document, assess, and redesign processes using best-in-class tools and industry standards.

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