MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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CERTIFICATE IN ESSENTIAL BUSINESS PROCESS ANALYSIS, MAPPING & MODELLING

"Visualize, Analyze, and Optimize Your Business Workflows for Strategic Excellence."

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

Introduction

In today's dynamic and competitive business landscape, organizations must clearly understand and visualize their internal processes to achieve efficiency, agility, and excellence. Business Process Analysis, Mapping, and Modelling form the foundation of effective process management by enabling organizations to identify inefficiencies, standardize workflows, and implement strategic improvements.

This certification course provides participants with essential knowledge and hands-on skills to analyze, document, and model business processes using globally recognized tools and techniques. Through practical exercises and case studies, participants will learn to represent business workflows visually, identify performance gaps, and design optimized processes that align with organizational goals. The program emphasizes real-world application, ensuring that participants can translate theory into tangible operational improvements.

Objectives

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

- Understand the fundamental principles of business process analysis and mapping.
- Identify, document, and analyze existing business processes effectively.
- Apply best practices and methodologies for process modelling.
- Use process maps to detect inefficiencies, redundancies, and value gaps.
- Develop clear and standardized process documentation.
- Utilize modelling tools such as BPMN (Business Process Model and Notation).
- Redesign and optimize workflows to enhance performance and compliance.
- Communicate process insights and improvement recommendations effectively.

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Why Attend

Organizations increasingly rely on process transparency to make informed decisions, improve performance, and ensure sustainable growth. This course provides a strong foundation in understanding how business processes work and how to document and improve them systematically. By mastering process mapping and modelling, participants can play a critical role in enhancing efficiency, supporting automation initiatives, and driving continuous improvement. Whether you are new to process analysis or seeking to refine your existing skills, this certification ensures practical expertise in one of today's most in-demand business competencies.

Target Audience

This course is suitable for:

- Business Analysts and Process Improvement Professionals
- Project Managers and Operations Executives
- Quality Assurance and Compliance Officers
- IT and Systems Analysts
- Department Supervisors and Team Leads
- Entrepreneurs and Start-up Managers
- Anyone involved in workflow optimization or organizational performance enhancement

Individual Benefits

- Gain a solid understanding of business process analysis and visualization techniques.
- Learn to create professional process maps and models for organizational use.
- Develop analytical thinking and problem-solving capabilities.
- Enhance your ability to communicate complex workflows effectively.
- Strengthen your professional portfolio with a globally recognized certification.
- Improve your employability in business analysis, operations, and management roles.

Organizational Benefits

- Establish process clarity and standardization across departments.
- Improve efficiency, accountability, and decision-making.
- Identify performance bottlenecks and implement targeted improvements.
- Facilitate process automation and digital transformation initiatives.
- Ensure compliance with policies, regulations, and quality standards.
- Build internal capacity for continuous improvement and operational excellence.

Instructional Methodology

The training follows a practical, interactive learning approach through:

- Instructor-led sessions and live demonstrations
- Process mapping and analysis workshops
- Real-world business case studies
- Step-by-step process modelling exercises
- Group discussions and collaborative tasks
- Continuous feedback, mentoring, and practical assignments

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Course Outline

Module 1: Introduction to Business Process Concepts and Terminology

Module 2: Principles of Business Process Analysis and Evaluation

Module 3: Tools and Techniques for Process Documentation

Module 4: Fundamentals of Business Process Mapping – Flowcharts and Diagrams

Module 5: Advanced Process Modelling using BPMN (Business Process Model and Notation)

Module 6: Identifying Inefficiencies, Gaps, and Bottlenecks

Module 7: Process Redesign and Optimization Techniques

Module 8: Process Documentation and Communication Best Practices

Module 9: Integrating Process Models with Digital and Automation Systems

Module 10: Capstone Project – End-to-End Business Process Mapping Exercise

Certification

Upon successful completion, participants will receive a Certificate in Essential Business Process Analysis, Mapping & Modelling, signifying their capability to analyze, map, and model organizational processes with precision and strategic insight.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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