

## CERTIFICATE IN BUSINESS PROCESS MANAGEMENT & IMPROVEMENT

*“Redesign, Optimize, and Transform Your Business Processes for Peak Efficiency and Sustainable Growth.”*

### Schedule

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

### Introduction

In today’s highly competitive business environment, organizations must continuously enhance efficiency, reduce operational costs, and deliver greater customer value. Business Process Management (BPM) provides a structured approach to analyzing, redesigning, and optimizing workflows to achieve organizational excellence. This certification program equips professionals with the knowledge and tools needed to model, measure, and improve business processes while aligning them with strategic objectives.

The course emphasizes a practical, result-driven approach to process improvement through modern methodologies such as Lean, Six Sigma, and continuous improvement frameworks. Participants will learn to identify bottlenecks, eliminate waste, and create agile processes that drive innovation, performance, and profitability.

### Objectives

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

- Understand the principles and lifecycle of Business Process Management (BPM).
- Analyze and map existing business processes using industry-standard tools and techniques.
- Identify inefficiencies and performance gaps across workflows.
- Apply process improvement methodologies like Lean and Six Sigma.
- Redesign processes to enhance efficiency, quality, and customer satisfaction.
- Establish key performance indicators (KPIs) to monitor process performance.
- Manage organizational change and stakeholder engagement in BPM initiatives.
- Integrate digital transformation strategies for process automation and innovation.

## Why Attend

In an era where speed, quality, and efficiency define success, mastering BPM is essential for professionals seeking to lead organizational transformation. This course enables participants to think systematically about processes, understand their impact on performance, and drive measurable improvements. Whether you are a manager, process owner, or consultant, this certification will empower you with the tools to streamline operations, enhance customer experiences, and sustain competitive advantage.

## Target Audience

This course is ideal for:

- Business Analysts and Process Improvement Specialists
- Operations and Quality Managers
- Project and Program Managers
- Department Heads and Supervisors
- Strategy and Change Management Professionals
- Entrepreneurs and Business Owners
- Anyone involved in optimizing business operations and workflow efficiency

## Individual Benefits

- Gain a comprehensive understanding of BPM concepts and methodologies.
- Develop strong analytical and problem-solving skills.
- Learn to use tools for process mapping, modeling, and optimization.
- Enhance your leadership capability in managing change and improvement initiatives.
- Improve your career prospects in business analysis, operations, and management roles.
- Acquire a professional certificate recognized in business transformation and process improvement.

## Organizational Benefits

- Improve process efficiency, quality, and responsiveness.
- Reduce operational costs and cycle times.
- Enhance collaboration and communication across departments.
- Ensure compliance with business policies and standards.
- Foster a culture of continuous improvement and innovation.
- Achieve better alignment between business processes and strategic goals.

## Instructional Methodology

The training employs a blended, interactive approach, including:

- Instructor-led interactive sessions
- Real-life business case studies and simulations
- Process mapping and redesign workshops
- Group exercises and improvement projects
- Application of Lean and Six Sigma tools
- Continuous feedback, discussions, and hands-on practice

## Course Outline

- Module 1: Introduction to Business Process Management
- Module 2: Process Analysis, Mapping, and Modeling Techniques
- Module 3: Identifying and Measuring Process Performance
- Module 4: Process Improvement Frameworks – Lean, Six Sigma, Kaizen
- Module 5: Process Redesign and Reengineering for Efficiency
- Module 6: BPM Tools and Automation Technologies
- Module 7: Change Management and Stakeholder Engagement
- Module 8: Monitoring, Control, and Continuous Improvement Strategies
- Module 9: Integrating BPM with Organizational Strategy and Digital Transformation
- Module 10: Capstone Project – Business Process Improvement Simulation

## Certification

Upon successful completion, participants will receive a Certificate in Business Process Management & Improvement, recognizing their proficiency in analyzing, optimizing, and managing business processes to achieve sustainable organizational performance.

## 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**

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.