



Course Outline

Business Process Management

Course Target Group

This course is targeted at middle to executive management.

Course Objective

To equip delegates with:-

The ability to manage business processes in a Quality Management environment using the skills and techniques learned to:-

Develop and assess business processes in the context of a Quality Management System and ensure that process evaluation is aligned with people performance and strategy implementation techniques.

Note: This course does not include process auditing.

Course Content

- Process and Systems Approach
- Commercial Business Model
 - Value Proposition Application
 - Entity Definition
 - Relationship Definition & Correlation with Key Business Process Overview
- Functional Analysis
- KBP Identification
- KBP Mapping (Including Risk Assessment & Resource Requirements Evaluation) on KBP Summaries
- Flowcharting Processes
- Procedure Writing
- Process Evaluation
 - Internal Audits
 - Performance Measures
- Aligning Process & Systems Approach with Organisational Strategy
 - Input into Strategy & Strategy into Action
 - Input into Performance Management

Learning Assumed To Be In Place

Tertiary Education plus.



Course Duration

Duration : 3 days

Assessment & Certification

Successful candidates will be awarded a certificate from **Wareham & Associates** for *Business Process Management*.

In order to be deemed competent delegates are required to complete a case study.

Delegates who are deemed not yet competent will nevertheless receive a certificate of attendance.

Contact Details

For more information regarding the above or any other training requirements, please contact our **Training Administrator, Emily Ackerman** on 021 713 2380 or email training@wha.co.za