



**Schulich**  
School of Business  
Executive Education Centre

Register for  
an Upcoming  
Session:

May 30 - June 1, 2018  
November 19 - 21, 2018

# Business Process Improvement, Modelling and Management

*Drive successful business process initiatives with tried and true process analysis and improvement techniques. Ensure your processes effectively contribute to organizational goals.*

## Our Participants Say it Best:

*"Fantastic course on Process Improvement! I really enjoyed this course and learned a lot. Lots of good pointers to additional information provided that can be used to enhance understandings."*

**T. Joseph, Business Systems Analyst,**  
Manulife Financial

*"Valuable business process and management skills that I can apply to my everyday job."*

**D. O'Hara, Business Development Analyst,**  
Legal Aid Ontario

*"This is a succinct yet comprehensive seminar with valuable hands-on workshops and examples that will better enable application and improvement in the workplace. Thanks!"*

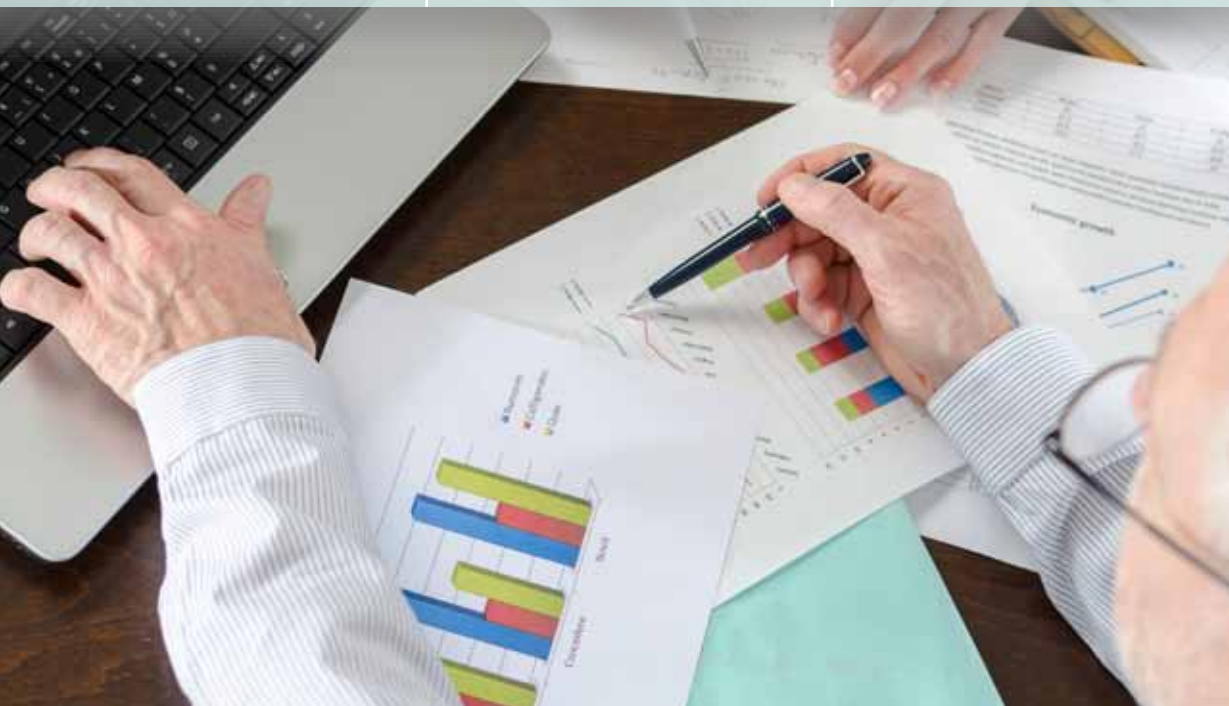
**R. Jonkers, Group Lender,**  
WEIR Canada Inc.

### SEEC Moments of Insight include:

Creative ways to analyze, measure, describe, document and improve business processes in current and future states.

Positioning process management within the business context to achieve continuous improvement through processes.

Roles and responsibilities related to process management, improvement, and modelling in a business analysis context.



Register Today / Complete Details

[seec.online/11795](http://seec.online/11795)



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21 PDUs\*/CDUs

# Business Process Improvement, Modelling and Management

Ensure your processes effectively contribute to organizational goals.

## Master process analysis and modelling techniques in this hands on workshop.

This course is designed for business analysts and other professionals who would benefit from **overcoming the temptation to resolve all business problems with technology and software solutions** rather than addressing the underlying business problem. The program will allow you to **obtain the skills to identify process improvement projects and improve business performance** – either within an IT context or as part of a wider organizational initiative. Participants will **master six key enablers to process improvement** and **use the latest process modelling techniques**. Learn from an experienced practitioner and award-winning instructor in business process design.

## Top Take-Aways

1. Discover creative ideas for **improving processes through the six enablers**
2. Elicit, structure, model and document **key process data and metrics**
3. Process improvement **approaches and philosophies**
4. Tried-and-tested process **analysis and improvement techniques**
5. Process modelling in a **business analysis context**
6. Process modelling in the overall **Solution Development Life Cycle (SDLC)**
7. **Presenting and communicating** process models
8. Typical **problems and issues** in business process modelling
9. **Verification and validation** of process models

## Who Should Attend

This 3-day course is recommended for people: with a minimum of three years of business experience, including at least two years of specific business analysis experience, such as:

- Process managers, modellers and designers
- Business process and system analysts
- Business analysts and senior analysts
- Enterprise analysts and architects
- Functional, process and requirements analysts
- Business modellers

**Featuring Business Process Modelling Notation (BPMN) simulation exercises.** Go beyond objects and systems-oriented modelling by encompassing business users and process implementers.

## Overview of Learning

### Conducting a Business Process Review

- Definition of a business process
- Process identification and inventory
- Process description, context and boundaries
- Business process assessment

### Process Modelling with BPMN: Using Leading-Edge Techniques

- Types of process models
- Presentation of current standards
- The case for BPMN (Business Process Modelling Notation)
- Basic BPMN modelling

### Process Problem Analysis: Improvement Opportunities

- Problem identification and root-cause analysis
- Process metrics
- Determining improvement targets

### The Six Enablers of Process Improvement

- Process improvements beyond technology
- The six enablers to reaching your improvement goals
- Modelling the 'TO-BE' state

### Advanced Techniques

- Advanced BPMN symbology
- Complexity – the reality of business operations today
- Avoiding spaghetti logic
- Common pitfalls and traps
- Dealing with levels of detail
- Challenges of presenting models
- Dealing with business rules

*Continues online*

**Get the whole picture.**

Preview complete course content and instructor bio online.

**Complete Details / Register Today**

<http://seec.online/11795>

Tel.: 416.736.5079 | 1.800.667.9380  
or email [exceedinfo@schulich.yorku.ca](mailto:exceedinfo@schulich.yorku.ca)

\* PMI Talent Triangle PDU breakdown: Technical: 21

### Dates & Locations:

**May 30 - June 1, 2018**  
Miles S. Nadal Management Centre

**November 19 - 21, 2018**  
Miles S. Nadal Management Centre

### Registration Fee:

\$2,595 + applicable taxes

### Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- A special corporate rate is available for participants at partner hotels
- Programs run from 9:00 a.m. to 4:30 p.m.
- Modules, speakers, topics, dates, fees, and locations are subject to change