

Course No. 1308

Business Process Management Training Course

BUSINESS MANAGEMENT
BUSINESS, MANAGEMENT & LEADERSHIP

DURATION

5 Days

LOCATION

Milan, Italy

DELIVERY

Classroom

DATES

30 Nov – 4 Dec 2026



Scheduled Event Details

CITY	Milan, Italy
DATE	30 Nov – 4 Dec 2026
DELIVERY TYPE	Classroom
COURSE FEE	€6,000

Course Overview

The Business Process Management Training Course provides professionals and organizational teams with a structured understanding of how business processes are designed, documented, analyzed, improved, governed, and continuously optimized. The course focuses on the relationship between business processes, organizational strategy, operational performance, customer value, risk, cost, quality, and digital transformation, enabling participants to view organizational performance through an end-to-end process perspective.

Effective Business Process Management (BPM) is essential for organizations seeking greater operational consistency, clearer accountability, improved service delivery, and better use of resources. Inefficient processes can create delays, duplication, unnecessary approvals, operational risks, inconsistent customer experiences, and avoidable costs. This course equips participants with practical methods to identify process weaknesses, analyze process performance, eliminate non-value-adding activities, and design more efficient workflows.

The program covers the complete business process lifecycle, including process identification, process mapping, documentation, analysis, performance measurement, redesign, implementation, governance, and continuous improvement. Participants will explore practical BPM techniques such as process mapping, workflow analysis, bottleneck identification, root cause analysis, process performance measurement, stakeholder analysis, and process improvement planning.

The Business Process Management Training Course is particularly relevant to government entities, ministries, banks, financial institutions, oil and gas organizations, and large corporations where complex processes frequently cross multiple departments and functional boundaries. By strengthening BPM capabilities, organizations can establish more consistent processes, improve cross-functional coordination, support digital transformation initiatives, and align operational activities more effectively with strategic objectives.

Objectives

- Analyze the principles, concepts, and lifecycle of Business Process Management and evaluate their relevance to organizational performance during the course.
- Identify critical business processes, process owners, stakeholders, inputs, outputs, customers, and performance requirements within practical organizational scenarios.
- Develop clear process maps and workflow documentation that accurately represent current-state business processes.
- Evaluate existing processes to identify bottlenecks, duplication, delays, unnecessary activities, control weaknesses, and other sources of inefficiency.
- Apply structured process analysis and root cause techniques to determine the underlying causes of process performance problems.
- Assess process performance using relevant KPIs, measures, service levels, cycle time, quality, cost, and productivity indicators.
- Design improved future-state processes that reduce unnecessary complexity while maintaining appropriate controls, compliance requirements, and business objectives.
- Improve cross-functional process coordination by clarifying roles, responsibilities, handoffs, decision points, and process ownership.
- Apply BPM principles to process automation and digital transformation initiatives by identifying suitable opportunities for workflow improvement.
- Develop practical process governance and monitoring approaches to support accountability, performance management, and continuous improvement.
- Implement a structured process improvement action plan that aligns process changes with organizational priorities and measurable business outcomes.

Who Should Attend

The Business Process Management Training Course is designed for professionals responsible for analyzing, managing, improving, documenting, or coordinating organizational processes. It is particularly suitable for process owners, business process analysts, business analysts, operations managers, process improvement specialists, quality professionals, project managers, internal consultants, performance management specialists, and continuous improvement professionals.

The program is also valuable for managers and specialists working in operations, finance, banking, procurement, supply chain, human resources, information technology, customer service,

engineering, maintenance, compliance, risk management, shared services, and corporate administration. Professionals involved in digital transformation, automation, organizational development, service improvement, and operational excellence can use BPM techniques to strengthen process design and implementation.

Executives, department heads, transformation leaders, governance professionals, and decision makers can also benefit from the course when they are responsible for improving organizational efficiency, standardizing processes, strengthening accountability, managing cross-functional workflows, or aligning operational processes with strategic objectives. It is suitable for both organizations developing BPM capabilities and teams seeking to establish a structured approach to process improvement.

Learning Outcomes

- Explain the principles, terminology, lifecycle, and organizational value of Business Process Management.
- Identify and prioritize critical business processes based on strategic importance, operational impact, risk, customer value, and improvement potential.
- Develop current-state process maps that clearly show activities, decision points, inputs, outputs, roles, systems, and process handoffs.
- Analyze business processes to identify bottlenecks, unnecessary steps, duplication, rework, delays, and control weaknesses.
- Apply root cause analysis and structured problem-solving techniques to address recurring process performance issues.
- Define meaningful process KPIs and performance measures covering efficiency, effectiveness, quality, cost, cycle time, and service delivery.
- Design future-state processes that improve workflow efficiency while maintaining appropriate governance, controls, and compliance requirements.
- Clarify process ownership, roles, responsibilities, and cross-functional accountabilities to strengthen process governance.
- Evaluate opportunities for process automation and digital workflow improvement based on business requirements and process characteristics.
- Develop practical process improvement initiatives with defined priorities, responsibilities, performance measures, and implementation actions.

- Assess the impact of proposed process changes on employees, customers, systems, controls, and other stakeholders.
- Establish a continuous process improvement approach that supports sustained operational performance and organizational adaptability.

Course Outline

DAY 01

Business Process Management Foundations and Process Architecture

- Understanding Business Process Management and its role in modern organizations
- Core BPM concepts, terminology, principles, and process lifecycle
- Connecting business processes with organizational strategy and performance
- Process-oriented thinking versus traditional functional management
- Identifying core, supporting, management, and enabling processes
- Process hierarchy, process architecture, subprocesses, activities, and tasks
- Identifying process customers, suppliers, stakeholders, inputs, outputs, and requirements
- Understanding process ownership and accountability
- Process governance and organizational responsibilities
- Prioritizing processes according to business value, risk, customer impact, and strategic importance

PRACTICAL APPLICATION

Develop a high-level process architecture and identify priority processes for improvement

DAY 02

Process Mapping, Documentation and Current-State Analysis

- Principles of effective business process mapping
- Process flowcharts, workflow diagrams, and process documentation
- Mapping activities, decisions, inputs, outputs, systems, roles, and handoffs
- Identifying process owners and responsibilities across organizational functions

DAY 02 — CONTINUED

- Current-state process analysis and documentation techniques
- Identifying process variations, exceptions, dependencies, and approval points
- Analyzing handoffs between departments and organizational units
- Identifying bottlenecks, duplication, rework, delays, and unnecessary process steps
- Using process mapping to improve communication, standardization, and accountability
- Documenting business processes for operational, governance, and improvement purposes

PRACTICAL APPLICATION

Create and analyze a current-state process map based on a realistic organizational scenario

DAY 03

Process Performance, Analysis and Improvement Opportunities

- Understanding process performance and operational effectiveness
- Defining process KPIs and performance measurement frameworks
- Measuring cycle time, throughput, quality, cost, productivity, and service levels
- Identifying process inefficiencies and performance gaps
- Root cause analysis for process problems
- Applying Pareto analysis, cause-and-effect analysis, and structured problem-solving methods
- Identifying value-adding and non-value-adding activities
- Reducing waste, duplication, rework, unnecessary approvals, and process complexity
- Evaluating process risks, control weaknesses, and compliance considerations
- Prioritizing improvement opportunities according to impact and feasibility

PRACTICAL APPLICATION

Analyze process performance data and develop a prioritized process improvement opportunity matrix

DAY 04

Process Redesign, Automation and Digital Transformation

- Principles of business process redesign and optimization
- Designing future-state processes and improved workflows
- Simplifying processes while maintaining necessary controls and accountability
- Redesigning roles, responsibilities, approvals, and process handoffs
- Integrating customer requirements into process redesign
- Process standardization across departments, branches, locations, and business units
- Identifying opportunities for workflow automation and digital process management
- Understanding the relationship between BPM, automation, data, systems, and digital transformation
- Evaluating process automation opportunities based on business value and process readiness
- Managing organizational and operational impacts of process changes

PRACTICAL APPLICATION

Redesign a complex current-state process and develop a future-state workflow with improvement and automation opportunities

DAY 05

BPM Governance, Implementation and Continuous Improvement

- Establishing effective Business Process Management governance
- Defining process ownership, accountability, standards, and decision rights
- Developing process performance dashboards and monitoring mechanisms
- Managing process improvement initiatives and implementation priorities
- Building business cases for process improvement and redesign
- Managing stakeholder engagement and communication during process change
- Assessing implementation risks, dependencies, resource requirements, and organizational impacts
- Establishing process review cycles and continuous improvement mechanisms

DAY 05 — CONTINUED

- Aligning BPM initiatives with operational excellence, quality management, risk management, and strategic objectives
- Integrating process improvement into organizational performance management

FINAL WORKSHOP

Develop a complete BPM improvement plan covering current-state findings, future-state design, KPIs, governance, implementation priorities, risks, responsibilities, and continuous improvement actions

Register or Request More Information

Course page: <https://quest-training.com/courses/business-process-management-training-course>

Website: <https://quest-training.com>

Email: info@quest-training.com

Phone: +905016771440