



## course : Business Process Analysis BPA

**City :** Kuala Lumpur  
**Start Date :** 2025-12-01  
**Period :** 2 Weeks

**Hotel :** Kuala Lumpur  
**End Date :** 2025-12-12  
**Price :** 5925 \$

HighPoint Training and Management Consultancy  
هاي بوينت للتدريب والاستشارات الإدارية

info@highpointtc.com ✉  
www.Highpointtc.com 🌐  
UAE - Dubai 📍  
+971 50 360 6133 📞

## Course Overview

Business Process Analysis and Modelling (BPM) is a key enabler for business process improvement initiatives such as Business Process Reengineering (BPR), systems development, quality management, and continuous process improvement. This training equips participants with the knowledge and skills to analyze, model, and optimize business processes at both enterprise and detailed workflow levels. Delegates will learn how to create accurate process models that reflect reality, incorporate stakeholder requirements, and serve as a foundation for process improvement, cost reduction, and enhanced efficiency.

## Course Objectives

**By the end of this training program, participants will be able to:**

- Understand business processes and their components.
- Apply process analysis concepts and techniques.
- Define processes using Business Process Modelling Notation (BPMN).
- Develop business process architecture.
- Analyze process customer requirements.
- Specify measures of business process performance.
- Diagnose the health of business processes.
- Apply process improvement techniques to transform business processes.

## Target Audience

- Business Managers
- Business Process Analysts
- Process Owners
- Business and Systems Analysts
- IT Professionals
- BPM Project Leaders and Team Members
- Quality Specialists

## Methodology

**Interactive Presentations:** Short, focused sessions on BPM concepts.

**Workshops & Exercises:** Practical modeling and analysis exercises using BPMN.

**Case Studies:** Real-world examples for applying BPM techniques.

**Group Discussions & Collaboration:** Sharing insights, feedback, and problem-solving.

**Hands-On Practice:** Developing “as-is” and “to-be” process models.

**Feedback & Coaching:** Facilitator guidance to ensure correct application of techniques.

## Course Outline

### Day 1: Understanding Business Processes

- Overview and key BPM concepts
- Introduction to business processes and their types
- Identifying and naming business processes
- Analyzing components of business processes
- Business process modeling concepts
- Practical exercises in process analysis

### Day 2: Developing Business Process Models using BPMN

- Introduction to Business Process Modelling Notation (BPMN)
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- Mechanics of business process modeling
- Modeling business process events
- Representing branching and joining logic
- Process patterns and basic BPMN elements
- Practical BPMN modeling exercises

### Day 3: Advanced Process Modelling Using BPMN

- Extended BPMN elements
- Developing hierarchical diagrams
- Using pools and lanes
- Handling process exceptions
- Advanced practical modeling exercises

#### Day 4: Analyzing Business Processes

- Introduction to business process architecture
- Identifying and analyzing process customers and gaps
- Challenging legacy business rules
- Diagnosing process health
- Process performance analysis
- Identifying process enablers

#### Day 5: Improving Business Processes Using Models

- Eliciting and discovering business knowledge
- Identifying improvement opportunities using process models
- Transitioning from “as-is” to “to-be” models
- Describing improvements using process models
- Implementing improved processes
- Selecting appropriate modeling tools

### Certificates

On successful completion of this training course, HighPoint Certificate will be awarded to the delegates. Continuing Professional Education credits (CPE): In accordance with the standards of the National Registry of CPE Sponsors, one CPE credit is granted per 50 minutes of attendance.