



Executable  
process  
model

Insights on  
weaknesses and  
their impact

# FUNDAMENTALS OF BPM AGENDA

9am-5pm over 5 days

## Day 1

### Module 1 - Introduction to Business Process Management (BPM)

- BPM principles, main concepts and value proposition
- BPM and other improvement methodologies
- Overview of the BPM lifecycle
- BPM maturity model: strategic alignment, governance, methods & IT, people & culture
- Patterns of BPM program adoption

### Module 2 - Process Identification

- Ingredients of process identification
- Components of a process architecture
- Process scoping and value chains modelling
- Process architectures
- Reference models
- Process selection and prioritised process portfolio
- Exercises

## Day 2

### Module 3 – Basic process modelling

- The role of process models in the BPM lifecycle
- Introduction and background to BPMN
- Activities, events, arcs, gateways
- Process model vs process instance
- Resources and business objects
- Sub-processes and model decomposition
- Exercises

### Module 4 – Process Discovery

- Ingredients and roles of a process discovery project
- Challenges of process discovery
- Overview of process discovery methods: evidence-based, interviews, workshops
- Exercises



# FUNDAMENTALS OF BPM AGENDA

## Day 3

### Module 5 – Qualitative Process Analysis

- Overview of process analysis techniques
- Value-added analysis, waste analysis
- Issue register, Pareto-analysis, root-cause analysis (why-why, fishbone)
- Exercises

### Module 6 – Quantitative Process Analysis

- Flow analysis
- Process simulation
- Exercises

## Day 4

### Module 7 – Transactional Process Redesign

- Redesign drivers
- Transactional vs transformational redesign
- Overview of process redesign methods: the Process Redesign orbit
- Heuristics process redesign

### Module 8 – Transformational Process Redesign

- Case study
- Business process reengineering
- Design-led innovation
- Exercises



Executable  
Process  
Model

Insights on  
weaknesses and  
their impact

# FUNDAMENTALS OF BPM AGENDA

## Day 5

### Module 9 – Process Implementation

- Introduction to process automation
- Case study
- Benefits and challenges
- Overview of process automation technologies

### Module 10 – Process Monitoring

- Process monitoring artefacts
- Introduction to process mining
- Process mining capabilities, use cases & techniques
- Case study
- Project setup

### Course recap and closing remarks

#### Enquiries

+61 3 8344 0149

Monday to Friday 9am to 5pm AEST/AEDT, weekends  
and public holidays 10am to 5pm AEST/AEDT

© Copyright University of Melbourne 2020. CRICOS Provider Code  
00116K [continuing-education@unimelb.edu.au](mailto:continuing-education@unimelb.edu.au)