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COURSE BROCHURE

Advanced Business Process Analysis and Modelling Training Course

28 February – 11 March 2027
Amman

Advanced Business Process Analysis and Modelling Training Course

Ref: 455_16412 **Date:** 28 February – 11 March 2027 **Location:** Amman **Fees:** 5500 GBP

Business Process Analysis and Modelling is an advanced 2-week training course for business analysts, process owners and improvement leads who must turn scattered process knowledge into a validated to-be model and a Process Improvement Roadmap. Organisations now redesign how work flows across functions, systems and partners faster than ever, and decisions rest on models that stakeholders trust. Jupiter Prime Training delivers this course for practitioners who already map processes and now need modelling depth.

Why Business Process Analysis and Modelling Matters Now

Three forces shape process analysis today: workflow automation that exposes every unclear hand-off, customers who judge an organisation by end-to-end cycle time, and quality systems that expect a process approach backed by evidence. An organisation that models its processes well can test a redesign before spending on it, while one that models badly automates confusion and loses the trust of process owners. The course rests on Business Process Model and Notation BPMN 2.0, published as ISO/IEC 19510, and on the process approach of ISO 9001 quality management systems, with value stream mapping drawn from Lean practice.

Who Gains Most from Business Process Analysis and Modelling

- Analysts responsible for eliciting as-is process knowledge and translating it into notation
- Process owners accountable for end-to-end performance and redesign decisions
- Improvement leads who prioritise and sponsor redesign initiatives
- Quality coordinators who maintain process documentation within a management system
- Automation and systems specialists who rely on models as the basis for workflow configuration

A cross-functional group from one value chain, such as order-to-cash or procure-to-pay, gains most, because its members can model their shared hand-offs together and agree one version of the process.

Business Process Analysis and Modelling Capabilities

Participants move from drawing diagrams to building executable, measurable models that support a redesign decision.

- Design BPMN collaboration diagrams with pools, lanes, gateways and events — process owners agreeing scope
- Assess as-is performance through cycle time, wait time and rework loops — sponsors choosing where to intervene
- Calculate the effect of process variants with discrete-event simulation — investment committees weighing options
- Specify process performance indicators linked to each to-be activity — managers monitoring the redesign
- Test models with stakeholders through structured walkthroughs — owners signing off the target process
- Build a sequenced roadmap from gap analysis — leadership approving the change sequence

Key Business Process Analysis and Modelling Terms

- BPMN 2.0 — a standard graphical notation, published as ISO/IEC 19510, for modelling business processes so business and technical staff read them the same way.
- As-is model — a representation of how a process actually runs today, including workarounds, waiting points and rework.
- To-be model — the target design of a process after improvement, showing new activities, roles, rules and measures.
- Swimlane — a horizontal or vertical band in a process diagram that assigns activities to a role, unit or system.
- Value stream map — a diagram of material and information flow that separates value-adding time from waiting and handling time.
- Process variant — an alternative path or design of the same process, compared through data or simulation before one is chosen.

Business Process Analysis and Modelling Day by Day

Day 1: Process Thinking and Architecture

- Process Hierarchy Levels — Deciding Which Level Each Model Serves
- Value Chain Decomposition — Linking Core Processes to Customer Outcomes
- SIPOC Diagrams — Fixing Process Boundaries Before Detailed Modelling
- Process Approach in ISO 9001 — Connecting Models to Quality System Evidence
- Modelling Purpose Statements — Matching Notation Depth to Audience

Day 2: Discovering the As-Is Process

- Process Discovery Interviews — Capturing Tacit Knowledge from Front-Line Staff
- Gemba Observation Sheets — Verifying Documented Steps Against Real Practice
- Document and System Log Review — Revealing Hidden Hand-Offs and Loops
- Process Mining Event Logs — Reconstructing Actual Paths from System Data
- Discovery Workplans — Sequencing Sessions Across Busy Process Participants

Day 3: BPMN Core Notation

- Activities, Events and Sequence Flows — Expressing Order and Triggers Precisely
- Exclusive, Parallel and Inclusive Gateways — Modelling Business Rules Correctly
- Pools, Lanes and Message Flows — Separating Participants From Internal Roles
- Subprocesses and Call Activities — Managing Model Size and Reuse
- BPMN Style Conventions — Keeping Diagrams Readable for Business Readers

Day 4: Advanced BPMN Constructs

- Intermediate Timer and Message Events — Capturing Waiting and External Triggers
- Boundary Events and Exception Flows — Designing How Failures Are Handled
- Event-Based Gateways — Representing Races Between Competing Responses
- Collaboration and Choreography Diagrams — Agreeing Inter-Organisation Hand-Offs
- Model Validation Rules — Detecting Deadlocks and Unreachable Paths

Day 5: Swimlane and Value Stream Analysis

- Cross-Functional Swimlane Analysis — Locating Hand-Off Delays and Ownership Gaps
- Value Stream Mapping — Separating Value-Adding Time From Waiting Time
- Value-Added Classification — Deciding Which Activities to Remove or Merge
- Rework and Loop Analysis — Quantifying First-Pass Yield Losses
- Bottleneck Identification — Choosing Where Capacity Matters Most

Day 6: Measuring Process Performance

- Cycle Time and Touch Time Measures — Setting a Credible Performance Baseline
- Process Performance Indicator Design — Linking Measures to Strategic Objectives
- Activity-Based Costing of Processes — Estimating the Cost of Each Path
- Voice of the Customer Translation — Converting Needs Into Critical Requirements
- Data Collection Plans — Assigning Ownership for Each Process Measure

Day 7: Simulating Process Variants

- Discrete-Event Simulation Models — Comparing Variants Before Committing Resources
- Arrival Rates and Resource Calendars — Building Realistic Simulation Inputs
- What-If Scenario Analysis — Testing Demand Peaks and Staffing Changes
- Queue and Utilisation Results — Interpreting Simulation Output for Sponsors
- Sensitivity Testing — Judging How Robust the Preferred Variant Is

Day 8: Designing the To-Be Process

- Redesign Heuristics — Eliminating, Parallelising and Resequencing Activities
- Business Rules Extraction — Separating Decision Logic From Process Flow
- Automation Candidate Screening — Selecting Steps Suited to Workflow Engines
- Gap Analysis Matrices — Contrasting Current and Target Capabilities
- Role and Responsibility Redesign — Reassigning Work Across the New Lanes

Day 9: Validating Models With Stakeholders

- Structured Model Walkthroughs — Securing Process Owner Sign-Off
- Stakeholder Impact Assessment — Anticipating Resistance to Redesigned Roles
- Model Repository Governance — Controlling Versions and Approved Diagrams
- Traceability From Requirements to Model — Proving Every Need Is Addressed
- Change Readiness Checks — Timing the Release of the To-Be Process

Day 10: Practising the Process Improvement Roadmap

- Applying Discovery Findings — Confirming the Baseline for a Live Case
- Applying BPMN and Swimlane Models — Presenting As-Is and To-Be Views
- Applying Simulation Results — Justifying the Selected Process Variant
- Applying Performance Indicators — Defining Targets for the Redesigned Process
- Process Improvement Roadmap — Sequencing Releases, Owners and Measures

Applying Business Process Analysis and Modelling After the Course

- Lead a discovery and BPMN modelling session for one end-to-end process, producing a validated as-is collaboration diagram with measured cycle times.
- Run a simulation comparison of two to-be variants for the same process and present the preferred variant with its performance indicators to the process owner.

Business Process Analysis and Modelling Questions FAQ

What is business process analysis and modelling and why does it matter now?

Business process analysis and modelling is the discipline of discovering, diagramming, measuring and redesigning how work flows. It matters now because automation and customer expectations punish unclear hand-offs, and a validated model lets you test a redesign before investing in it.

Which roles gain most from business process analysis and modelling?

Business analysts, process owners and improvement leads gain most from business process analysis and modelling. Quality coordinators and automation specialists also benefit when they need models that serve as evidence and as the basis for workflow configuration.

How does advanced business process analysis and modelling differ from a business analysis foundations course?

Advanced business process analysis and modelling goes deeper into notation and evidence than a foundations course on requirements. You work with advanced BPMN constructs, process mining logs, simulation of variants and performance indicators rather than general elicitation and requirements documentation.

What do you bring back from business process analysis and modelling training?

You bring back a Process Improvement Roadmap built on a validated as-is model, a simulated to-be design and agreed performance indicators. It gives your organisation a sequenced plan that process owners have already reviewed.

Business Process Analysis and Modelling: The Way Forward

The Process Improvement Roadmap first informs which redesign release a process owner approves, and in what sequence. Process owners, improvement leads and automation teams use it to coordinate changes to roles, rules and systems. After the first release, revisit the simulation assumptions against measured cycle times, because real performance data sharpens the next variant comparison and keeps the models trusted across banking, healthcare and manufacturing settings alike.