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COURSE BROCHURE

Advanced Business Process Management Training Course

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Kuala Lumpur

jupiterprime.uk

info@jupiterprime.uk

Registered in the United Kingdom and Saudi Arabia

Advanced Business Process Management Training Course

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Business Process Management is an advanced 2-week training course for process managers, transformation leads and BPM office staff who must run processes as managed enterprise assets, and who leave with a Process Management Framework defining governance roles, architecture and a KPI dashboard. Digital transformation now succeeds or stalls on whether anyone owns the end-to-end process. Jupiter Prime Training delivers this course for leaders building a lasting process capability.

Why Business Process Management Matters Now

Three forces push process management onto executive agendas: automation investments that disappoint when nobody owns the end-to-end flow, customers who expect seamless service across channels and functions, and boards asking for evidence that transformation spending changes performance. Organisations that institutionalise process management keep improvements alive after projects close and steer automation towards real bottlenecks; those that treat processes as one-off projects rebuild the same maps every few years. The course draws on the BPM lifecycle, process architecture frameworks, Business Process Model and Notation BPMN 2.0 as a shared language and the process approach of ISO 9001.

Who Gains Most from Business Process Management

- Process managers responsible for end-to-end performance across several departments
- Transformation leads who sequence process, technology and organisation change
- BPM office staff who maintain the process architecture, standards and repository
- Automation and enterprise architecture specialists who align systems with process design
- Performance management staff who build process scorecards for executives

A BPM office together with the process owners it supports gains most, because they can agree governance roles, decision rights and the measures that will appear on one shared dashboard.

Business Process Management Capabilities

Participants learn to move from isolated process projects to a governed system for managing every core process.

- Design a process architecture from value chains to level-four procedures — executives seeing how work connects to strategy
- Specify process ownership roles, decision rights and councils — boards assigning accountability for outcomes
- Build a process KPI dashboard linking operational and strategic measures — leadership tracking end-to-end performance
- Assess BPM maturity and set a capability roadmap — sponsors prioritising investment
- Weigh automation options from workflow engines to robotic process automation — technology committees approving spend
- Align process change with organisation and system change — transformation offices sequencing initiatives

Key Business Process Management Terms

- BPM lifecycle — the repeating stages of identifying, designing, implementing, monitoring and improving processes as a managed discipline.
- Process architecture — a structured hierarchy of an organisation's processes, from value chain to detailed procedures, showing ownership and interfaces.
- Process owner — the individual accountable for the end-to-end design, performance and improvement of a process across departmental boundaries.
- BPM office — a central unit that sets process standards, maintains the repository and supports owners with methods and coaching.
- BPM maturity model — a staged scale describing how systematically an organisation manages its processes, used to plan capability growth.
- Robotic process automation RPA — software robots that mimic human actions on screens to execute repetitive rule-based tasks.

Business Process Management Day by Day

Day 1: Process Management as an Enterprise Discipline

- BPM Lifecycle Stages — Positioning Process Work Within Strategy Execution
- Process-Centric Versus Function-Centric Organisations — Exposing Hand-Off Costs
- Strategic Objectives to Process Links — Prioritising Where BPM Starts
- Process Approach in ISO 9001 — Aligning BPM With Quality Systems
- BPM Business Case — Securing Sponsorship for a Process Capability

Day 2: Building the Process Architecture

- Value Chain and Level-Zero Maps — Framing the Enterprise Process Landscape
- Process Classification Frameworks — Standardising Process Names and Levels
- Process Hierarchy Decomposition — Linking Strategic and Operational Views
- Process Interface Agreements — Defining Inputs and Outputs Between Owners
- Architecture Repository Design — Keeping One Authoritative Process Library

Day 3: Process Ownership and Governance

- Process Owner Charters — Defining Accountability and Authority
- Process Councils and Steering Groups — Resolving Cross-Functional Conflicts
- Decision Rights Matrices — Clarifying Who Changes a Process
- Process Standards and Notation Rules — Using BPMN 2.0 Consistently
- Change Control for Process Assets — Managing Versions Across the Repository

Day 4: The BPM Office

- BPM Office Operating Models — Choosing Central, Federated or Hybrid Structures
- Service Catalogue for Process Owners — Defining What the Office Provides
- Methodology Toolkits — Standardising Discovery, Design and Improvement Methods
- Capability Building Paths — Developing Process Practitioners Across Units
- BPM Office Performance Measures — Proving the Office Adds Value

Day 5: Process Performance Measurement

- Process KPI Hierarchies — Cascading Measures From Outcomes to Activities
- Leading and Lagging Process Indicators — Anticipating Performance Problems
- Service Level Targets Between Processes — Managing Internal Customer Promises
- Process Mining Dashboards — Monitoring Real Flow From System Data
- KPI Dashboard Design — Presenting End-to-End Performance to Executives

Day 6: Automation and Workflow Technology

- BPM Suites and Workflow Engines — Executing Process Models in Software
- Robotic Process Automation Screening — Selecting Repetitive Rule-Based Tasks
- Decision Management and Business Rules Engines — Separating Logic From Code
- Integration and Case Management Patterns — Handling Unstructured Work
- Automation Benefits Tracking — Confirming Returns on Technology Spend

Day 7: Process Improvement at Scale

- Improvement Portfolio Management — Balancing Quick Wins and Redesign Projects
- Lean and Six Sigma Within BPM — Choosing Methods per Problem Type
- Customer Journey Alignment — Redesigning Processes Around Outcomes
- Continuous Monitoring and Control — Triggering Improvement From Signals
- Benefits Realisation Reviews — Holding Owners to Promised Results

Day 8: BPM Maturity and Capability Roadmaps

- BPM Maturity Assessment — Scoring Strategy, Governance, Methods and Culture
- Capability Gap Analysis — Prioritising What to Build Next
- Roadmap Sequencing — Phasing Architecture, Governance and Technology
- Executive Sponsorship Models — Sustaining Commitment Through Leadership Changes
- Benchmarking BPM Practices — Learning From Mature Organisations

Day 9: Leading Process Change

- Organisation Design for Process Orientation — Adjusting Roles and Reporting Lines
- Stakeholder Engagement for Process Owners — Building Support Across Silos
- Process Culture Indicators — Measuring Adoption of Process Thinking
- Communication Plans for Process Change — Explaining New Ways of Working
- Resistance Diagnosis — Addressing Loss of Departmental Control

Day 10: Practising the Process Management Framework

- Applying Architecture Methods — Defining the Organisation's Process Map
- Applying Governance Models — Assigning Owners, Councils and Decision Rights
- Applying KPI Hierarchies — Building the Executive Process Dashboard
- Applying Maturity Results — Sequencing Capability Development
- Process Management Framework — Combining Architecture, Governance, Measures and Roadmap

Applying Business Process Management After the Course

- Draft a level-zero and level-one process architecture with named process owners and present it to the executive sponsor for validation.
- Run a BPM maturity self-assessment with process owners and agree the three capability gaps to close first.

Business Process Management Questions FAQ

What is business process management and why does it matter now?

Business process management is the discipline of governing, measuring and improving an organisation's processes as enterprise assets. It matters now because automation and transformation investments only pay back when someone owns and steers the end-to-end process.

Which roles gain most from business process management?

Process managers, transformation leads and BPM office staff gain most from business process management. Automation specialists and performance managers also benefit when they need processes, systems and scorecards to stay aligned.

How does business process management differ from a business process modelling course?

Business process management focuses on governance, architecture, ownership, dashboards and maturity across the enterprise. A modelling course concentrates on drawing and simulating individual processes, whereas here you design how all processes are owned, measured and improved over time.

What do you bring back from business process management training?

You bring back a Process Management Framework with a process architecture, owner roles and councils, a KPI dashboard and a maturity roadmap that your executive sponsor can approve.

Business Process Management: The Way Forward

The Process Management Framework first informs the executive decision on who owns each end-to-end process and which council resolves conflicts. Process owners, the BPM office and transformation leads use it to prioritise automation and improvement. After the first governance cycle, revisit the maturity scores and dashboard measures, because telecoms, utilities and insurance organisations all find that ownership habits take longer to form than models.