



COURSE 1: BUSINESS PROCESS MAPPING AND MODELLING

Two-Day Course

ABOUT THE COURSE

Business process mapping and modelling are essential components of **Business Process Management (BPM)**. They are also central for the success of process optimization initiatives such as the definition, improvement, redesign and automation of business processes. In this course, you will acquire the knowledge and skills to **map and model business processes** at the enterprise level as well as the detailed workflow level.

You will learn to apply the **Business Process Model and Notation Version 2.0 (BPMN 2.0)** standard. This is an internationally adopted process modelling standard that combines business-friendliness with the precision required to accurately define processes at both the business and technical level.

VIRTUAL COURSE PRESENTATION

- Presented live from our virtual studio using Zoom video conferencing
- Our experienced instructors are Association of Business Process Management Professionals (ABPMP) Registered Training Providers
- You will see, hear and be able to talk to our instructors as well as ask questions and participate in discussions
- Attend the course at your home or office – all you need is a computer and an internet connection
- The course includes a practical exam which when passed you will receive a Certificate of Competency.

DATE: 05-06 October 2026

VENUE: Viewpoint Virtual Studio

TIMES: 09:00-15:00 SAST

FEES: ZAR 9,890.00 per delegate including VAT

REGISTRATION: Return registration form to
cathym@viewpoint.co.za

ENQUIRIES:

Tel: 087 135 2507 or 083 226 1588

WHO SHOULD ATTEND

Business Managers, Business Process Analysts, Business Analysts, System Analysts, Information Technology Professionals, Process Owners, Process Integrators, BPM Project Leaders, BPM Project Team Members, Quality Specialists and Compliance Officers

All those responsible for business process documentation, redesign and improvement in all industries.

COURSE CONTENT

- Introduction to business processes
- The importance of process modelling in the BPM lifecycle
- Introduction to business process mapping and modelling
- The benefits of process modelling
- Analyzing process components
- Eliciting process information
- Business process modelling concepts
- The Business Process Model and Notation Version 2.0 (BPMN) standard
- The BPMN modelling elements
- A guide to developing a clear, readable unambiguous business process map and model
- Choosing the right modelling tool
- Making your process mapping and modelling project a success

Practical hands-on exercises and case studies are given throughout the course.

REGISTRATION FORM

BUSINESS PROCESS MAPPING AND MODELLING

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To register, please complete this form and return it to cathym@viewpoint.co.za

We wish to register the following delegates:

Course date: _____

DELEGATE 1:

First Names: _____ Preferred Name: _____

Surname: _____

Cell: _____ Email: _____

Position in Company: _____

DELEGATE 2:

First Names: _____ Preferred Name: _____

Surname: _____

Cell: _____ Email: _____

Position in Company: _____

COMPANY

Name of Company: _____

Company VAT Number: _____

Invoicing Address: _____

Contact Person: _____ Tel: _____

Email: _____ Cell: _____