



COURSE 2: BUSINESS PROCESS IMPROVEMENT AND REDESIGN

Two-Day Course

ABOUT THE COURSE

To remain competitive in today's global economy, businesses need to continuously improve their business processes. Existing processes are usually too costly, too wasteful, and often irrelevant to their intended purpose.

This course on **Business Process Improvement and Redesign** will provide you with the knowledge and skills to analyse, redesign, transform and continuously improve business processes to achieve breakthrough business performance. A framework to practically apply the methods and techniques is also provided.

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, and upon passing it, you will receive a Certificate of Competency.

DATE: 18-19 November 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: +27 (0)83 226 1588

WHO SHOULD ATTEND

Business Process Analysts, Business Analysts, Human Resource Practitioners, Information Technology Professionals, Process Managers, Process Owners, BPM Project Leaders, BPM Project Team Members, Quality Specialists, Compliance Officers, and all those responsible for business process redesign and improvement in all industries.

COURSE ACCREDITATION

This course is aligned with the Guide to the Business Process Management Common Body of Knowledge (BPM CBOK®) Version 4.0

COURSE CONTENT

Aligning Business Processes with Business Strategy

- Identifying strategic choices
- The seven elements of a strategic plan
- Using the Business Process Integration Triangle

Defining Business Process Architecture

- Identifying major business processes
- Defining process boundaries and scope
- Classifying business processes
- Generic process architecture frameworks

Selecting Processes for Improvement

- Process selection criteria
- Process selection techniques

Understanding the Existing Process

- Map the current process
- Diagnosing the health of the process
- Measuring process performance

Understanding Process Stakeholder

- Identifying process stakeholders
- Documenting process stakeholder requirements

Improve the Process

- Identify process problems
- Conduct root cause analysis
- Apply continuous improvement techniques

Redesigning the Process

- Creating the process vision
- Using the Process Redesign Heuristics
- Applying innovative redesign techniques

Building the To-Be Process Model

- 10 steps to document the to-be process model
- Applying the 10 steps to a practical example

Transforming the Process

- Aligning human resource process enablers
- Harnessing process automation technology
- Applying change management

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

REGISTRATION FORM

BUSINESS PROCESS IMPROVEMENT AND REDESIGN

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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: _____