



COURSE 3: INTEGRATED BUSINESS PROCESS MANAGEMENT

One-Day Course

ABOUT THE COURSE

Integrate Business Process Management (IBPM) equips business process professionals with a systematic method to understand, analyse, design, optimise and integrate the processes that drive business results. The vendor-independent approach covered in the course enables you to design the right processes first, then select the tools that fit your specific needs.

Unlike fragmented approaches that treat process modelling, analysis, and automation as separate disciplines, IBPM provides a unified, end-to-end method that connects strategy to execution, people to technology, and process design to continuous improvement.

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
- Attend the course at your home or office – all you need is a computer and an internet connection

DATE: 20 November 2026

VENUE: Viewpoint Virtual Studio

TIMES: 09:00-16:00 SAST

FEES: ZAR 4,945.00 per delegate including VAT

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

ENQUIRIES:

Tel: +27 (0)83 226 1588

COURSE ACCREDITATION

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

WHO SHOULD ATTEND

This course is designed for business managers, business analysts, process owners, operations managers and technology professionals responsible for improving business performance or planning process automation initiatives. It is equally relevant for those pursuing operational excellence, preparing for digital transformation, or building organisational process capability.

COURSE CONTENT

Module 1: Foundation | Understanding Integrated Business Process Management (IBPM)

- What is Business Process Management (BPM), and why does integration matter?
- The limitations of siloed process improvement initiatives
- Integrated Business Process Management: a unified method from strategy to execution
- Process hierarchy and classification
- The importance of business process architecture
- Establishing process ownership and governance structures

Module 2: Analysis | Understanding and Diagnosing Processes

- Capturing the as-is process: techniques and common pitfalls
- Diagnosing process health: identifying waste, bottlenecks, rework and handoff failures
- Applying the three levels of performance framework: organisation, process and job/performer
- Measuring process performance

Module 3: Design | Getting Processes Right Before Selecting Technology

- The process-first principle: why design must precede technology selection
- Designing the to-be process: guidelines and best practices for process redesign
- Common design anti-patterns and how to avoid them

Module 4: Implementation and Optimisation | Making Change Stick

- Translating process designs into implementable specifications
- Evaluating process automation options: Robotic Process Automation, BPM platforms and AI-assisted automation
- Selecting the right automation technology for your process context
- Monitoring process performance post-implementation: dashboards and process mining fundamentals
- Managing process change: stakeholder

Module 5: Success Factors | Building Organisational BPM Capability

- Critical success factors for BPM initiatives: what the evidence shows
- Avoiding the most common BPM programme failures
- The process-aware organisation: culture, capability and commitment
- Building an internal BPM Centre of Excellence
- Applying the Integrated BPM Method in your organisation

LEARNING OUTCOMES

On completing this course, delegates will be able to:

- Apply the Integrated BPM Method to a real process improvement initiative
- Analyse and diagnose business processes using structured techniques
- Use the right approach to process design
- Evaluate and select appropriate automation technologies based on process requirements
- Establish governance and continuous improvement practices that sustain process performance

REGISTRATION FORM

INTEGRATED BUSINESS PROCESS MANAGEMENT

One-Day Course

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: _____