VIEWPOINT TRAINING AND CONSULTING

ABPMP INTERNATIONAL Registered Training Provider



BUSINESS PROCESS MANAGEMENT
Five-Day Course Programme

ABOUT THE PROGRAMME

Transform your organization's processes and drive breakthrough performance improvements with our comprehensive **Business Process Management (BPM) Programme**.

This five-day programme comprises three courses that will provide you with the essential knowledge, methods, and practical skills to analyze, design, and optimize business processes across any industry.

Whether you are initiating your first BPM initiative, supporting process transformation projects or building capability within your organization, this certificate provides a structured pathway through the complete BPM lifecycle from discovery and modelling to analysis, redesign, and implementation.

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

DATE: 08-12 February 2027
VENUE: Viewpoint Virtual Studio
TIMES: 09:00-15:00 SAST
FEES: ZAR 24,725.00 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

Business analysts, business process analysts, process owners, project managers, operations and quality managers, business unit leaders responsible for performance improvement, IT professionals involved in process automation and anyone tasked with understanding, documenting, or improving business processes.

PROGRAMME CONTENT

Days 1-2: Course 1: Business Process Mapping and Modelling
Creating accurate process maps and models
Process discovery and documentation
The Business Process Model and Notation Version 2.0 (BPMN) standard
Extended process modelling
Business process patterns

Days 3-4: Course 2: Business Process Improvement and Redesign
Systematic process analysis methods
Identifying inefficiencies, bottlenecks, and improvement opportunities
Process redesign principles and patterns
Measuring process performance and setting targets
Implementation planning and process automation readiness

Day 5: Course 3: Integrated Business Process Management
Core BPM principles and concepts
The Integrated BPM Method and techniques
BPM project success factors

Practical, hands-on exercises and case studies are provided throughout the programme.

A **Viewpoint Certificate in Business Process Management** will be achieved by passing the assessments for each course section.

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REGISTRATION FORM

BUSINESS PROCESS MANAGEMENT

Five-Day Course Programme

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

We wish to register the following delegates:

Course dates: _____

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: _____