Business Process Management Programme



"Beyond Business Process Improvement, on to Business Transformation!"

Business Process Management (BPM) is essential for organizations aiming to optimize their processes, achieve their strategic objectives to become high-performance organizations. Once processes are in place, it's crucial to continuously monitor, evaluate, and refine them to guarantee they meet the intended objectives. While BPM is often associated with technology or IT systems, it's much more than that. Technology serves as a powerful enabler, but BPM provides the management framework necessary for sustainable improvement. In today's fast-paced and unpredictable economic landscape, BPM is more critical than ever.

This course offers participants an in-depth introduction to BPM, focusing on how effective process management can elevate performance and deliver consistent, high-quality services to customers and through collaboration.

The course is structured around seven key enablers of the business process lifecycle: architecture, measurement, governance, change, capability, mindset, and support. By embracing a process-centric approach, organizations can achieve their strategic goals, create value for customers and stakeholders, and empower managers to drive improvements across the business.

Course Content

| UNIT# | THEME | ı |
|-------|---|---|
| 1 | Defining the Process Context | (|
| 2 | Understanding Process-Based Management | |
| 3 | Actively Managing Processes | |
| 4 | Enabling the Circles to turn through the 7 Enablers | |
| 5 | Business Process Modeling, Analysis and Design | |

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| 6 | Enhance BPM Maturity |
| 7 | Process Architecture |
| 8 | Process Measurement |
| 9 | Process Governance |
| 10 | Process Change |

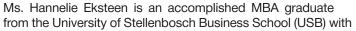
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| 11 | Process Mindset | (\$) N\$ 7500* pe |
| 12 | Process Capability | 26-28 F |
| 13 | Process Support | == |
| 14 | BPM Implementation | |



Learning Outcomes

- How organisational strategy is executed via business processes
- Increased transparency and oversight for accountability
- Continuous improvement of services provided, increasing quality and reducing costs
- How the process view provides an effective framework for business requirements analysis and decision making
- How to apply a practical approach to the business process-based management

Ms. Hannelie Eksteen



extensive experience in both the private and public sectors. She also holds a BCom Law degree from UNISA, along with B and A Honors degrees from USB. As a member of the international Association of Business Process Management Professionals (ABPMP), she is recognized for her expertise in Business Process Management (BPM).

Should Attend:

Business/Process Analysts

3 Days

N\$ 7500* per person

26-28 February 2025

Managers (all levels)

Supervisors

She is the founder and principal consultant of Business Process Transformation (BPT) Consulting in Namibia, where she has successfully led numerous BPM consulting projects and training initiatives for a wide range of clients, both within Namibia and across border. As a Senior Consultant at NIPAM for Strategic Management, Business Process Management and Performance Management, Ms. Hannelie continues to contribute to the field with her deep knowledge and practical experience in BPM.







