Business Process Management Programme

NIPAM
Namibia Institute of Public Administration and Management

Statement

"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.

Who Should Attend:

- CEOs
- Managers (all levels)
- Supervisors
- Business/Process Analysts
- Other

Course Content

UNIT#	THEME	UNIT#	THEME	UNIT#	THEME
1	Defining the Process Context	6	Enhance BPM Maturity	11	Process Mindset
2	Understanding Process-Based Management	7	Process Architecture	12	Process Capability
3	Actively Managing Processes	8	Process Measurement	13	Process Support
4	Enabling the Circles to turn through the 7 Enablers	9	Process Governance	14	BPM Implementation
5	Business Process Modeling, Analysis and Design	10	Process Change		

*Three (3) or more people from the same institution, receive a 15% discount p/p.

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

Ms. Hannelie Eksteen is an accomplished MBA graduate from the University of Stellenbosch Business School (USB) with 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).

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.