informatech




LEADERSHIP AND MANAGEMENT | LM-020

# Business Process Analysis & Modelling

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# Course content

## Why Attend

Why Attend Efficient business processes are essential for improving productivity, reducing costs, enhancing customer experience, and supporting organizational growth. Business process analysis and modelling help organizations understand how work is performed, identify inefficiencies, and redesign processes for better results. This course provides participants with practical tools to analyze workflows, build process models using industry techniques, and drive continuous improvement initiatives.

Course Methodology This course uses an interactive and practical approach through presentations, case studies, modelling workshops, group discussions, software exercises, practical mapping sessions, and real workplace examples.

## Course Objectives

- Understand the principles of business process analysis
- Identify different process types and organizational workflows
- Use BPMN to model business processes clearly
- Apply advanced BPMN techniques for complex processes
- Build IDEF0 diagrams for structured analysis
- Use process models to identify improvement opportunities
- Compare modelling tools and select the right approach
- Support process redesign and operational excellence

## Target Audience

- Business Analysts
- Process Improvement Professionals
- Operations Managers
- Project Managers



# Course content

## Target Audience

- Quality Professionals
- Change Management Teams
- Anyone involved in workflow improvement and business design

## Target Competencies

- Process Analysis
- Business Modelling
- BPMN
- Workflow Improvement
- Operational Excellence
- Problem Solving
- Documentation Skills
- Strategic Thinking

## Course outline

### Day 1: Foundations of Business Processes

- Definition of business processes and related terminology
- Main categories of business processes
- Process hierarchy across organizations
- Stages of business process analysis
- Core concepts of process modelling
- Overview of common tools and techniques
- Recognising process pain points and inefficiencies



# Course content

## Course outline

### Day 2: Modelling Processes Using BPMN

- Introduction to Business Process Model and Notation (BPMN)
- Understanding BPMN symbols and core elements
- Flow objects and connecting objects
- Swimlanes for roles and responsibilities
- Modelling events and triggers
- Branching and joining logic in workflows
- Common business process patterns
- Activity: Create process diagrams using BPMN tools

### Day 3: Advanced BPMN Techniques

- Extended BPMN elements and advanced notation
- Modelling sub-processes and reusable activities
- Using pools and lanes to represent participants
- Message flows versus sequence and default flows
- Handling exceptions and alternative paths
- Using activity attributes effectively
- Activity: Develop complex workflow models

### Day 4: Modelling Processes Using IDEF0

- Relationship between organizational structure and processes
- Business process classification frameworks
- Introduction to IDEF0 modelling methodology
- Modelling activities, controls, inputs, and outputs



# Course content

## Course outline

- Building Context and Top-Level diagrams
- Creating decomposition and child diagrams
- Using glossaries and data dictionaries
- Activity: Practice creating IDEF0 diagrams

### Day 5: Improving Processes Through Modelling

- Capturing business knowledge from stakeholders
- Using models to identify improvement opportunities
- Applying As-Is and To-Be modelling methods
- Representing future improvements visually
- Best practices for implementing redesigned processes
- Choosing the right modelling tool for business needs
- Final workshop: Process improvement action plan



# Seminar dates

## Available seminar dates

Live dates and pricing for Business Process Analysis & Modelling generated from the course details page.

| Date | Location | Format | Fee |
|---|---|---|---|
| 9 - 13 November 2026 | Munich - Germany | Classroom | **€3,400.-** |
| 16 - 20 November 2026 | Amsterdam - Netherlands | Classroom | **€3,360.-** |
| 7 - 11 December 2026 | London - U.K | Classroom | **€3,400.-** |
| 14 - 18 December 2026 | Istanbul - Turkey | Classroom | **€3,080.-** |
| 21 - 25 December 2026 | Frankfurt - Germany | Classroom | **€3,080.-** |
| 4 - 8 January 2027 | Frankfurt - Germany | Classroom | **€2,600.-** |
| 1 - 5 February 2027 | Istanbul - Turkey | Classroom | **€2,280.-** |
| 1 - 5 March 2027 | London - U.K | Classroom | **€3,360.-** |
| 5 - 9 April 2027 | Amsterdam - Netherlands | Classroom | **€3,400.-** |
| 3 - 7 May 2027 | London - U.K | Classroom | **€3,360.-** |
| 7 - 11 June 2027 | Barcelona - Spain | Classroom | **€3,080.-** |
| 5 - 9 July 2027 | London - U.K | Classroom | **€3,360.-** |
| 2 - 6 August 2027 | Barcelona - Spain | Classroom | **€3,080.-** |
| 6 - 10 September 2027 | Frankfurt - Germany | Classroom | **€2,600.-** |
| 4 - 8 October 2027 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 1 - 5 November 2027 | London - U.K | Classroom | **€3,360.-** |
| 6 - 10 December 2027 | Munich - Germany | Classroom | **€3,400.-** |