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

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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
5 - 9 October 2026	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
12 - 16 October 2026	London - U.K	Classroom	**€3,080.-**
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.-**

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Live online option	Online delivery is available at €1,850.-.