Business Process Analysis & Modeling: A 1-Week Intensive

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Milan (Italy)



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Why This Course

Business processes define how work flows across teams, systems, and departments. When processes are unclear, inefficient, or poorly documented, organizations may face delays, duplicated effort, quality issues, higher costs, and weak customer experience.

This intensive 1-week Business Process Analysis and Modeling Training program equips participants with practical skills to map, analyze, model, improve, and monitor business processes. The course covers process analysis fundamentals, process mapping, flowcharts, swimlane diagrams, BPMN, value stream mapping, as-is and to-be process design, root cause analysis, Lean, Six Sigma, simulation, process mining, automated process discovery, KPIs, change management, and continuous improvement. Through hands-on exercises and real-world case studies, participants will learn how to design optimized workflows that support organizational goals and performance improvement.

What You'll Learn and Practice

By joining this program, you will:

- Understand the fundamentals of business process analysis and modeling.
- Identify the role of process analysis in organizational performance.
- Apply the process analysis lifecycle.
- Use process mapping techniques and modeling notations.
- Create flowcharts, swimlane diagrams, and BPMN models.
- Apply value stream mapping to identify waste and delays.
- Document current-state processes clearly.
- Identify inefficiencies, bottlenecks, gaps, and process risks.
- Apply root cause analysis techniques.
- Use Lean and Six Sigma concepts for process improvement.
- Design optimized future-state processes.
- Apply simulation and what-if analysis.
- Explore process mining and automated process discovery.
- Establish KPIs for monitoring process performance.



The Program Flow

Day 1: Introduction to Business Process Analysis

- Understand the fundamentals of business processes.
- Explore how process analysis supports organizational improvement.
- Learn the stages of the process analysis lifecycle.
- Identify process types, boundaries, inputs, outputs, and stakeholders.
- Get introduced to key process mapping techniques.

Day 2: Process Mapping and Documentation

- Create flowcharts to represent process steps clearly.
- Use swimlane diagrams to show roles, responsibilities, and handoffs.
- Apply BPMN notation for standardized process modeling.
- Use value stream mapping to identify delays and non-value-added activities.
- Document as-is processes accurately for analysis and improvement.

Day 3: Process Analysis and Improvement

- Identify inefficiencies, bottlenecks, rework, duplication, and control gaps.
- Apply root cause analysis techniques.
- Use Lean and Six Sigma principles to improve process performance.
- Prioritize improvement opportunities based on impact and feasibility.
- Design to-be processes that are more efficient, practical, and aligned with business goals.

Day 4: Advanced Modeling Techniques

- Apply simulation and what-if analysis to test process alternatives.
- Understand process mining and how it reveals actual process behavior.
- Integrate data analysis with process modeling.
- Explore automated process discovery tools and techniques.
- Use advanced modeling insights to support better process decisions.

Day 5: Implementation and Continuous Improvement

- Apply change management techniques for process improvement initiatives.
- Plan the implementation of new or redesigned processes.
- Monitor process adoption and performance.
- Establish KPIs for process efficiency, quality, cost, cycle time, and customer impact.
- Build continuous improvement strategies to sustain process gains.



Individual Impact

- Build confidence in mapping and modeling complex business processes.
- Strengthen skills in process documentation, analysis, and redesign.
- Improve ability to identify bottlenecks and root causes.
- Gain practical knowledge of BPMN, value stream mapping, and advanced modeling methods.
- Develop stronger capability in process performance measurement and continuous improvement.

Work Impact

- Improve workflow clarity, efficiency, and accountability.
- Reduce bottlenecks, rework, delays, and unnecessary costs.
- Strengthen alignment between business processes and organizational goals.
- Support better decision-making through process data and modeling.
- Improve implementation success through structured change management and KPI tracking.

Training Methodology

This program combines business process modeling concepts with practical application through:

- Process mapping and documentation exercises.
- Flowchart, swimlane, BPMN, and value stream mapping workshops.
- Root cause analysis and process improvement case studies.
- As-is and to-be process modeling activities.
- Simulation, process mining, and data-driven modeling discussions.
- KPI development, implementation planning, and continuous improvement exercises.

Beyond the Course

Upon completion, participants will be able to:

- Map and document complex business processes.
- Use industry-standard process modeling tools and notations.
- Identify and eliminate inefficiencies in existing workflows.
- Design improved to-be processes aligned with organizational goals.
- Support process improvement implementation with change management techniques.
- Monitor process performance using KPIs and continuous improvement practices.

