

Operational Process Management – E-Learning

Objectives

In eight e-learning videos, the participants attain the knowledge and practical tools of operational process management - flexibly in terms of space and time.

The participants learn how processes are controlled and improved in a goal-, competence- and resource-oriented manner. In addition, essential methods are conveyed that facilitate sustainable acceptance and support for all process participants.

Target group

- Managers and employees Process Management
- Managers and employees Organization
- Managers and employees Corporate and Personnel Development
- Process Manager; Process Analysts, Process Coordinators, Process Modeler
- Managers and employees Quality Management
- Managers and employees Information Technology
- Managers with process responsibility

E-learning

- Process Management Basics
- Deriving Operational Process Goals
- Developing To-Be Processes
- Analyzing Processes
- Planning Process Execution
- Implementing Processes
- Executing Processes
- Measuring Processes

The e-learnings can be booked individually or individually adapted as in-house version.

Duration approx. 45 minutes per e-learning video

Price € 190,- net per e-learning

For further information, visit our website: www.bpmo-akademie.de

Certification program

This e-learning is part of the certification program **Operational Process Manager (TÜV)** as classroom training, blended or digital learning.

The certification program as blended or digital learning includes 8 e-learning videos and a 3-day intensive training (classroom or digital). If you book the entire e-learning series and the intensive training at the same time, the package price is € 3,333.- net.

After completion of program, you have the opportunity to take the examination in order to acquire the qualification Operational Process Manager (TÜV). The examination fee is € 265.- net. Please note the admission requirements in the examination regulations.



MODULE OF THE
CERTIFICATION PROGRAM
OPERATIONAL PROCESS MANAGER (TÜV)



Geprüfte
Qualifikation
Gültigkeit:
3 Jahre



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ID 0000052510

E-learning “Process Management Basics”

This e-learning video serves as a first introduction to the principles of process management. It deals with the key terms and methods used to describe and manage processes. These are the tools for the systematic identification, analysis and documentation of processes.

- Key terms and definitions in process management
- Elements of processes
- Process outline
- Roles in process management
- Process model and Process map

E-learning “Deriving Operational Process Goals“

Process goals are intended to provide employees in executing roles with orientation within the process. In addition, they are intended to support executives in managing and improving processes. In this e-learning video, you will learn how operational process goals can be derived from strategic corporate goals. By defining process goals, a direction for the implementation of customer requirements and the corporate strategy can be set.

- Deriving operational process goals from strategic guidelines
- Defining process goals according to the “SMART” criteria
- Considering potential improvements when setting goals
- Implementing goals across the different levels of the process model
- Documenting process goals
- Making process goals controllable by setting measurable process indicators

E-learning “Developing To-Be Processes”

In order to achieve ambitious goals, companies need suitable processes - new or optimized ones. It is essential to find the right process and define it clearly.

- Comprehending approach models regarding development of To-Be processes
- Clarifying the order for the process workshop
- Aligning To-Be processes towards achievement of set goals
- Developing To-Be processes including specific work steps
- Identifying and prioritizing measures for execution
- Modelling and documenting processes

E-learning “Planning Process Execution“

To ensure that a new process can be implemented as smoothly as possible, a detailed planning concerning two perspectives is required. On the one hand we plan which conditions have to be created in order to enable a regular process execution. On the other hand, we plan the regular operation of the process.

- Planning levels and planning perspectives
- Determining planning guidelines
- Process-oriented planning versus function-oriented planning
- Contents and results of process planning
- Coordinate and release process planning

E-learning “Implementing Processes“

The measures and projects that were previously planned are now implemented. The implementation of a new or changed process must be structured. Stakeholders both in management and among those involved in the process need to be mobilized so that they are in favor of the change.

- Implementing new To-Be processes within the company environment
- Assigning roles
- Defining criteria regarding the executability of a To-Be process
- Agreeing objectives for implementing the process
- Planning communication
- Involving process participants

E-learning “Executing Processes“

After the implementation of a To-Be process, it does not run by itself but must be actively controlled and managed. This includes the prioritization and coordination of workflows as well as the planning of resources and material. It is important to identify shortcuts and make decisions to drive the process forward. Transparency about the actual performance is created. New potential improvements are discovered.

- Process manager’s tasks during operations
- Planning resources and material in a target-oriented way
- Identifying bottlenecks and planning measures
- Coordinating and supporting process executers
- Monitoring and measuring of performance

E-learning “Measuring Processes“

During process execution, it is possible to measure how a process is utilized, if the desired performance is achieved, whether it is being followed or if there are potential improvements. This supports the operational management of processes. Evaluations and reports create transparency. Deviations and analysis requirements are revealed.

- Using process indicators for managing processes
- Learning about different types of process indicators
- Process indicator outline and Process indicator compass
- Determining the control direction of process indicators
- Learning about different measurement methods
- Determining significant deviations
- Setting up process reporting

E-learning “Analyzing Processes“

With the help of process analysis, it is possible to identify weak points, potential improvements and reasons for possible deviations between the As-Is and To Be performances of the process. In addition to weaknesses, potentials can also be examined in order to make well-formulated suggestions on how blocking factors can be reduced and supporting factors can be strengthened.

- Getting familiar with systematic approaches for the analysis of processes
- Applying methods of analysis
- Assessing deviations and weak points
- Finding optimization potentials
- Identifying and prioritizing measures