

business process management certification

Business Process Management Certification: Your Path to Operational Excellence

Introduction:

Unlocking Efficiency and Growth with Business Process Management Certification

In today's competitive landscape, optimizing business processes is paramount for success. A Business Process Management (BPM) certification demonstrates expertise in streamlining operations, improving efficiency, and driving significant growth. This comprehensive guide explores the benefits of BPM certification, the various certification options available, and how to choose the right path for your career advancement.

Article Outline:

- I. Understanding Business Process Management (BPM)
- II. Benefits of Obtaining a BPM Certification
- III. Types of BPM Certifications
- IV. Choosing the Right BPM Certification
- V. Preparing for and Passing Your BPM Certification Exam
- VI. Career Advancement Opportunities with BPM Certification
- VII. Maintaining Your BPM Certification

I. Understanding Business Process Management (BPM):

Defining Business Process Management (BPM): A Holistic Approach to Operational Excellence

Business Process Management (BPM) is a holistic discipline encompassing the design, modeling, execution, monitoring, and optimization of business processes to achieve organizational goals. It involves identifying areas for improvement, automating tasks, and ensuring consistent performance across departments.

Key Elements of Effective BPM: Streamlining, Automation, and Optimization

Effective BPM relies on several key elements, including process mapping, workflow automation, performance measurement, and continuous improvement methodologies. By leveraging technology and best practices, organizations can significantly improve efficiency, reduce costs, and enhance customer satisfaction.

II. Benefits of Obtaining a BPM Certification:

Enhanced Career Prospects: A Competitive Edge in the Job Market

A BPM certification significantly enhances career prospects by demonstrating a high level of expertise in a highly sought-after skillset. Employers actively seek professionals with BPM knowledge to lead process improvement initiatives and drive organizational change.

Increased Earning Potential: Rewarding Your Expertise

Certified BPM professionals often command higher salaries due to their proven skills and ability to deliver tangible business results. This certification translates directly into increased earning potential throughout your career.

Improved Problem-Solving Skills: A Data-Driven Approach to Process Optimization

BPM certification equips individuals with advanced problem-solving skills, enabling them to identify bottlenecks, analyze data, and implement effective solutions to optimize processes. This analytical approach enhances decision-making across all levels of the organization.

Greater Job Satisfaction: Contributing to Organizational Success

Contributing to the success of an organization through process improvement initiatives fosters a sense of accomplishment and job satisfaction. BPM certifications empower professionals to make a real difference in their workplaces.

III. Types of BPM Certifications:

Recognized BPM Certification Bodies: A Diverse Landscape of Options

Several reputable organizations offer BPM certifications, each with its own focus and requirements. These include industry-specific certifications, vendor-neutral certifications, and certifications focused on specific BPM methodologies (e.g., Lean Six Sigma).

Choosing a Certification Based on Your Career Goals and Experience: Tailoring Your Path

When selecting a certification, consider your career goals, existing experience, and the specific industry you work in. Some certifications are more suitable for entry-level professionals, while others cater to experienced managers and executives.

IV. Choosing the Right BPM Certification:

Factors to Consider When Selecting a BPM Certification Program: A Critical Decision

Several factors should be considered when choosing a BPM certification program, including the reputation of the certifying body, the curriculum's relevance to your career goals, the cost of the program, and the availability of training resources.

Researching Certification Programs: Due Diligence for Informed Decision-Making

Thorough research is crucial to ensure you select a certification program that aligns with your needs and career aspirations. This includes reviewing program curriculums, reading student testimonials, and assessing the overall reputation of the certifying body.

V. Preparing for and Passing Your BPM Certification Exam:

Effective Study Strategies: Maximizing Your Chances of Success

Successful preparation for a BPM certification exam involves creating a structured study plan, utilizing a variety of learning resources (books, online courses, practice exams), and engaging in regular review sessions.

Utilizing Practice Exams and Mock Tests: Sharpening Your Skills and Building Confidence

Practice exams and mock tests are invaluable tools for assessing your knowledge and identifying areas for improvement. These resources help you familiarize yourself with the exam format and build confidence before the actual exam.

VI. Career Advancement Opportunities with BPM Certification:

Advanced Roles and Responsibilities: Stepping Up the Career Ladder

A BPM certification can open doors to advanced roles such as Process Analyst, Process Improvement Manager, Business Process Architect, and even Chief Process Officer, depending on your experience and level of certification.

Leadership and Management Positions: Influencing Organizational Change

Certified BPM professionals often find themselves in leadership and management positions, driving organizational change and leading cross-functional teams in process improvement initiatives.

VII. Maintaining Your BPM Certification:

Continuing Education Requirements: Staying Current in the Field

Many BPM certifications require continuing education to maintain their validity. This ensures that professionals remain current with the latest advancements and best practices in the field.

Renewal Processes and Procedures: Adhering to Certification Requirements

Understanding the renewal processes and procedures for your chosen certification is critical to maintaining its value and ensuring continuous recognition of your expertise.

Conclusion:

Obtaining a Business Process Management certification is a strategic investment in your professional development. It equips you with in-demand skills, enhances your career prospects, and empowers you to drive significant improvements within your organization. By carefully selecting a certification program that aligns with your goals and dedicating yourself to thorough preparation, you can unlock the numerous benefits of BPM certification and achieve greater success in your career.

Frequently Asked Questions (FAQs):

Q: What is the average cost of a BPM certification? A: The cost varies widely depending on the certifying body and the specific certification. Research individual programs for accurate pricing.

Q: How long does it take to prepare for a BPM certification exam? A: Preparation time depends on your prior knowledge and the complexity of the certification. Allow sufficient time for thorough study and practice.

Q: Are there online BPM certification programs? A: Yes, many reputable organizations offer online BPM certification programs, providing flexibility and convenience.

Q: What is the job outlook for BPM professionals? A: The job outlook for BPM professionals is strong, with ongoing demand for skilled individuals to optimize processes and drive operational excellence.

Related Keywords:

Business process management, BPM certification, BPM training, process improvement, process optimization, workflow automation, Lean Six Sigma, process analyst, business process architect, certification cost, online BPM courses, career advancement, process mapping, BPM methodologies, BPM software, operational excellence.

business process management certification: OCEB 2 Certification Guide Tim Weilkiens, Christian Weiss, Andrea Grass, Kim Nena Duggen, 2016-07-21 OCEB 2 Certification Guide, Second Edition has been updated to cover the new version 2 of the BPMN standard and delivers expert insight into BPM from one of the developers of the OCEB Fundamental exam, offering full coverage of the fundamental exam material for both the business and technical tracks to further certification. The first study guide prepares candidates to take—and pass—the OCEB Fundamental exam, explaining and building on basic concepts, focusing on key areas, and testing knowledge of all critical topics with sample questions and detailed answers. Suitable for practitioners, and those newer to the field, this book provides a solid grounding in business process management based on the authors' own extensive BPM consulting experiences. - Completely updated, with the latest material needed to pass the OCEB-2 and BPMN Certification - Includes sample test questions in each chapter, with answers in the appendix - Expert authors provide a solid overview of business process management (BPM)

business process management certification: Fundamentals of Business Process Management Marlon Dumas, Marcello La Rosa, Jan Mendling, Hajo A. Reijers, 2018-03-23 This textbook covers the entire Business Process Management (BPM) lifecycle, from process identification to process monitoring, covering along the way process modelling, analysis, redesign

and automation. Concepts, methods and tools from business management, computer science and industrial engineering are blended into one comprehensive and inter-disciplinary approach. The presentation is illustrated using the BPMN industry standard defined by the Object Management Group and widely endorsed by practitioners and vendors worldwide. In addition to explaining the relevant conceptual background, the book provides dozens of examples, more than 230 exercises – many with solutions – and numerous suggestions for further reading. This second edition includes extended and completely revised chapters on process identification, process discovery, qualitative process analysis, process redesign, process automation and process monitoring. A new chapter on BPM as an enterprise capability has been added, which expands the scope of the book to encompass topics such as the strategic alignment and governance of BPM initiatives. The textbook is the result of many years of combined teaching experience of the authors, both at the undergraduate and graduate levels as well as in the context of professional training. Students and professionals from both business management and computer science will benefit from the step-by-step style of the textbook and its focus on fundamental concepts and proven methods. Lecturers will appreciate the class-tested format and the additional teaching material available on the accompanying website.

business process management certification: *How to Alleviate Digital Transformation Debt* Dr. Setrag Khoshafian, 2021-07-12 2020 - the year of the COVID-19 pandemic - changed everything. Its ripple effects will be felt for many years to come. At the same time there have been incredible advances in digitization. We are amid a digital revolution with unprecedented innovations. The pandemic has accelerated the requirements for Digital Transformation. Organizations need to adopt and transform to survive and hopefully thrive. At the core of digitization there is very much an underlying principle of debt. It comes originally from what is called technical debt. Simply, technical debt “reflects the implied cost of additional rework caused by choosing an easy solution now instead of using a better approach that would take longer.” Difficult transformative choices need to be made now - especially post-COVID-19. If an organization ignores digital transformation for easy solutions, the debt accumulates and can have disastrous consequences. The pandemic has accelerated the accumulation of digital transformation debt! It has also provided an opportunity to thrive in the post-COVID-19 era. What does Digital Transformation mean? What are the opportunities? What are the core digital technologies? What are the best practices? What are practical recommendations to alleviate the Digital Transformation Debt!? This book addresses Digital Transformation Debt holistically and makes recommendations on how to alleviate the debt.

business process management certification: *Real-life BPMN* Jakob Freund, Bernd Rücker, 2014-12-05 Please note: There is an improved 3rd edition of this book available, hence this second edition is no longer available for sale. It is about Business Process Management (BPM) and Business Process Model and Notation (BPMN 2.0). Truth be told, there are several BPMN books on the market. Some of them are quite good, so why should you care about this one? This book distills the experience the authors accumulated while running camunda, a consulting company that specializes in BPM. camunda helped to define the BPMN specification, and during the past five years, they have applied BPMN in over 250 customer engagements. These were big businesses, small companies, and public institutions. Now you can benefit from this practical experience. Topics covered: The basics of modeling processes with Business Process Model and Notation (BPMN 2.0) Methods to apply BPMN successfully to real-world problems A practical approach for automating processes with BPMN 2.0 The alignment of business and IT as an attainable goal Advice on introducing BPMN across your company This book explains the notation, of course, but it also delves into the kinds of challenges that process designers face every day. It talks about pitfalls to avoid. It gives dos and don'ts. There are guidelines and best practices. This second edition in English is based on the successful fourth German edition, which, according to amazon.de, it is still the highest-ranked book on BPMN in German. The number of five-star ratings awarded by readers speaks volumes. Also available in Spanish.

business process management certification: *Real-Life BPMN (4th Edition)* Bernd Rucker, Jakob Freund, 2019-09-04 This is the improved 4th edition of the very successful book Real-Life

BPMN with excellent reviews on Amazon.com (don't forget to check reviews of the former editions). In this book you will learn how to: Model processes with Business Process Model and Notation (BPMN) Successfully apply BPMN to real-world problems Use a practical approach to workflow automation with BPMN 2.0 Align business, development and operations Understand how microservices impact business processes Implement BPMN across your organization The definitive guide for process designers: provides an overview of business process notation, presents implementation guidance and best practices, and offers useful tips on what works and what doesn't. Truth be told, there are several BPMN books on the market. Some of them are quite good, so why should you care about this one? This book distills the experience the authors have accumulated while running Camunda, a company that delivers the leading open source workflow and decision automation platform. Camunda helped to define the BPMN specification, and during the past 15 years, they have applied BPMN to thousands of customer use cases. These were big businesses, small companies, and public institutions. Now you can benefit from this practical experience. This book also gives an introduction to DMN for decision management, which you might know as business rules management (BRM). This book is also available in German and Spanish. Note: The resolution of all images in the ebook has been increased, starting with the third edition, to improve the digital reading experience.

business process management certification: Business Process Management Workshops

Florian Daniel, Kamel Barkaoui, Schahram Dustdar, 2012-01-25 LNBIP 99 and LNBIP 100 together constitute the thoroughly refereed proceedings of 12 international workshops held in Clermont-Ferrand, France, in conjunction with the 9th International Conference on Business Process Management, BPM 2011, in August 2011. The 12 workshops focused on Business Process Design (BPD 2011), Business Process Intelligence (BPI 2011), Business Process Management and Social Software (BPMS2 2011), Cross-Enterprise Collaboration (CEC 2011), Empirical Research in Business Process Management (ER-BPM 2011), Event-Driven Business Process Management (edBPM 2011), Process Model Collections (PMC 2011), Process-Aware Logistics Systems (PALS 2011), Process-Oriented Systems in Healthcare (ProHealth 2011), Reuse in Business Process Management (rBPM 2011), Traceability and Compliance of Semi-Structured Processes (TC4SP 2011), and Workflow Security Audit and Certification (WfSAC 2011). In addition, the proceedings also include the Process Mining Manifesto (as an Open Access Paper), which has been jointly developed by more than 70 scientists, consultants, software vendors, and end-users. LNBIP 99 contains the revised and extended papers from BPD 2011, BPI 2011 (including the Process Mining Manifesto), BPMS2 2011, CEC 2011, ER-BPM 2011, and edBPM 2011.

business process management certification: SAP S/4HANA Business Process

Integration Certification Guide Murat Adivar, 2021 Preparing for your SAP S/4HANA business process integration exam? Make the grade with this certification study guide to C_TS410! From financial accounting to warehouse management, this guide will review the key technical and functional knowledge you need to exceed the cut score. Explore test methodology, key concepts for each topic area, and practice questions and answers. Your path to C_TS410 certification begins here! In this book, you'll learn about: a. The Test Get ready for test day! This guide follows the exact structure of the exam, so align your study of SAP S/4HANA business process integration with the test objectives and walk through the topics covered in C_TS410_2020. b. Core Content Review major subject areas like financial accounting, source-to-pay processing, and human experience management. Then master important terminology and key takeaways for each subject. c. Q&A After reviewing each chapter, solidify your knowledge with questions and answers for each section and improve your test-taking skills. Highlights Include: 1) Exams C_TS410_2020 2) Financial and management accounting 3) Source-to-pay processing 4) Lead-to-cash processing 5) Design-to-operate processing 6) Procurement 7) Supply chain 8) Production planning 9) Enterprise asset management 10) Warehouse management 11) Project systems 12) Human experience management

business process management certification: Business Process Management Design

Guide: Using IBM Business Process Manager Dr. Ali Arsanjani, Nakul Bharade, Magnus Borgenstrand, Philipp Schume, J. Keith Wood, Vyacheslav Zheltonogov, IBM Redbooks, 2015-04-27 IBM® Business Process Manager (IBM BPM) is a comprehensive business process management (BPM) suite that provides visibility and management of your business processes. IBM BPM supports the whole BPM lifecycle approach: Discover and document Plan Implement Deploy Manage Optimize Process owners and business owners can use this solution to engage directly in the improvement of their business processes. IBM BPM excels in integrating role-based process design, and provides a social BPM experience. It enables asset sharing and creating versions through its Process Center. The Process Center acts as a unified repository, making it possible to manage changes to the business processes with confidence. IBM BPM supports a wide range of standards for process modeling and exchange. Built-in analytics and search capabilities help to further improve and optimize the business processes. This IBM Redbooks® publication provides valuable information for project teams and business people that are involved in projects using IBM BPM. It describes the important design decisions that you face as a team. These decisions invariably have an effect on the success of your project. These decisions range from the more business-centric decisions, such as which should be your first process, to the more technical decisions, such as solution analysis and architectural considerations.

business process management certification: Real-Life Bpmn Jakob Freund, Bernd Rücker, 2016-12-20 Topics covered: •The basics of modeling processes with Business Process Model and Notation (BPMN 2.0)•Methods to apply BPMN successfully to real-world problems•A practical approach for automating processes with BPMN 2.0•The alignment of business and IT as an attainable goal•Advice on introducing BPMN across your company.

business process management certification: Business Process Management in Healthcare Organizations Margaret Kilduff, 2020-06

business process management certification: Project Management for Information, Technology, Business, and Certification Gopal K. Kapur, 2005 For courses in Information Technology and Business. This text supplies students with proven project-management processes, broadly-tested techniques, and solid approaches to the successful management of projects in varying sizes and degrees of complexity. Individual steps demonstrate how a project manager effectively and efficiently navigates through the what, when, and how of work necessary to take a project from idea to execution; and shows the important role disciplined project management plays in transforming corporate strategy into reality.

business process management certification: Project Workflow Management Daniel Epstein, Rich Maltzman, 2013-11-07 Foreword by industry legend Harold Kerzner! This book describes a completely unique step-by-step, workflow-guiding approach to project management which simplifies activities by enforcing execution of all required processes on time, and redirecting to an alternative path in the event of project issues. Since compliance with all project management processes is enforced by the workflow, product quality is significantly improved and life cycle errors are almost eliminated. Project Workflow Management: A Business Process Approach is the first and only book in the marketplace which enables readers with no prior project management experience to manage the entire life cycle of any small to mid-sized project. It also equips mid- and senior-level project managers with directions and a detailed map to the effective management of complex projects and programs.

business process management certification: *High Performance Through Business Process Management* Mathias Kirchmer, 2017-03-09 This management book presents value-driven business process management as a successful discipline to turn strategy into people- and technology-based execution, quickly and at minimal risk. It shows how to achieve high performance successfully in a digital business environment. Static business models do not keep pace with the dynamic changes in our digital world. Organizations need a management approach that fits this environment and capitalizes on its opportunities while minimizing the related risks. They need to execute their business strategy fast and reliably. In effect, they have to know how and when to modify or enhance

their business processes, which processes are the best candidates for intervention, and how to move rapidly from strategy to execution. This means organizations need to establish business process management as a real management discipline. The importance of process innovation, digital technology and people aspects, process governance, internationalization, emerging processes and the unique situation in mid-market organizations are some of the key topics discussed in this book. It ends with a comprehensive case study and a discussion about what process engineers can learn from jazz musicians.

business process management certification: The Complete Business Process Handbook Mark Von Rosing, Henrik von Scheel, August-Wilhelm Scheer, 2014-12-06 The Complete Business Process Handbook is the most comprehensive body of knowledge on business processes with revealing new research. Written as a practical guide for Executives, Practitioners, Managers and Students by the authorities that have shaped the way we think and work with process today. It stands out as a masterpiece, being part of the BPM bachelor and master degree curriculum at universities around the world, with revealing academic research and insight from the leaders in the market. This book provides everything you need to know about the processes and frameworks, methods, and approaches to implement BPM. Through real-world examples, best practices, LEADing practices and advice from experts, readers will understand how BPM works and how to best use it to their advantage. Cases from industry leaders and innovators show how early adopters of LEADing Practices improved their businesses by using BPM technology and methodology. As the first of three volumes, this book represents the most comprehensive body of knowledge published on business process. Following closely behind, the second volume uniquely bridges theory with how BPM is applied today with the most extensive information on extended BPM. The third volume will explore award winning real-life examples of leading business process practices and how it can be replaced to your advantage. Learn what Business Process is and how to get started Comprehensive historical process evolution In-depth look at the Process Anatomy, Semantics and Ontology Find out how to link Strategy to Operation with value driven BPM Uncover how to establish a way of Thinking, Working, Modelling and Implementation Explore comprehensive Frameworks, Methods and Approaches How to build BPM competencies and establish a Center of Excellence Discover how to apply Social BPM, Sustainable and Evidence based BPM Learn how Value & Performance Measurement and Management Learn how to roll-out and deploy process Explore how to enable Process Owners, Roles and Knowledge Workers Discover how to Process and Application Modelling Uncover Process Lifecycle, Maturity, Alignment and Continuous Improvement Practical continuous improvement with the way of Governance Future BPM trends that will affect business Explore the BPM Body of Knowledge

business process management certification: Business Process Management Rashid N. Khan, 2004 This book is for CEOs, EVPs, directors and the senior executive management of companies interested in improving business processes in their enterprise, and considering investing in BPM, workflow automation, EAI or related collaborative technologies. Line-of-business managers concerned with improving efficiencies through business process automation. CIOs, application software managers and network managers of companies seeking better, faster and easier ways to respond to needs of their internal and external customers. CTOs of business software and e-commerce companies interested in incorporating BPM and process automation to differentiate their products and services and increasing the value proposition to their customers. Business process and Six Sigma practitioners and consultants interested in new solutions and technologies to improve the productivity of their corporate clients. Members of the investment community interested in understanding the dynamics of the burgeoning BPM market. MIS and IT educators interested in imparting knowledge about this vital software category, and their students. -- Publisher.

business process management certification: Business Process Management Mathias Weske, 2024 In this book, Mathias Weske details the complete business process lifecycle from process modeling to process enactment and process evaluation. After starting with the general foundations

and abstractions in business process management, he introduces process modeling languages and process choreographies, as well as formal properties of processes and data. Eventually, he presents both traditional and advanced business process management architectures, covering, for example, workflow management systems, service-oriented architectures, and data-driven approaches. The 4th edition of his book contains significant updates, including a new section on directly follows graphs that play a crucial role in process mining. In addition, the core of declarative process modeling is introduced. The increasingly important role of data in business processes is addressed by a new section on data objects and data models in the data and decision chapter. To cover a recent trend in process automation, the enterprise systems architecture chapter now includes a section on robotic process automation. Mathias Weske argues that all communities involved need to have a common understanding of the different aspects of business process management. Hence his textbook is ideally suited for classes on business process management, information systems architecture, and workflow management alike. The accompanying website www.bpm-book.com contains further information and additional teaching material.

business process management certification: What Is BPM? Marvin Wurtzel, 2012-12-13
PRACTICAL COVERAGE OF BUSINESS PROCESS MANAGEMENT FUNDAMENTALS This concise, easy-to-understand guide provides a straightforward introduction to the tools and techniques required to implement business process management (BPM), and how it can benefit any organization. Written by an instructor at the BPM Institute, What Is BPM? explains the management strategies, integrated methodologies, and software solutions essential to a successful enterprise-wide BPM implementation. Discover how to roll out a systematic approach to continuous process improvement in your organization and deliver sustained operational performance. Find out how to: Identify value chain processes within your organization Understand the document, assess, improve, and manage phases of BPM Select process improvement tools, such as process mapping, Six Sigma, and Lean Transform to a process-managed enterprise Evaluate BPM software and platforms

business process management certification: Business Process Management John Jeston, Johan Nelis, 2010-05-14 Business Process Management: Practical Guidelines to Successful Implementations provides organizational leadership with an understanding of Business Process Management and its benefits to an organization. This is an easy-to-use, easy-to-read guide that provides a practical framework, complete with a set of tools and techniques, to successfully implement Business Process Management projects. In addition, it features vital organizational perspectives that not only provide an overall view of BPM and the move towards a process-centric organization, but also reveal how to embed BPM within an organization to ensure a continuous business process improvement culture.

business process management certification: The ASQ Certified Manager of Quality/Organizational Excellence Handbook Sandra L Furterer, Douglas C Wood, 2021-01-25 This handbook is a comprehensive reference designed to help professionals address organizational issues from the application of the basic principles of management to the development of strategies needed to deal with today's technological and societal concerns. The fifth edition of the ASQ Certified Manager of Quality/Organizational Excellence Handbook (CMQ/OE) has undergone some significant content changes in order to provide more clarity regarding the items in the body of knowledge (BoK). Examples have been updated to reflect more current perspectives, and new topics introduced in the most recent BoK are included as well. This handbook addresses: • Historical perspectives relating to the continued improvement of specific aspects of quality management • Key principles, concepts, and terminology • Benefits associated with the application of key concepts and quality management principles • Best practices describing recognized approaches for good quality management • Barriers to success, common problems you may encounter, and reasons why some quality initiatives fail • Guidance for preparation to take the CMQ/OE examination A well-organized reference, this handbook will certainly help individuals prepare for the ASQ CMQ/OE exam. It also serves as a practical, day-to-day guide for any professional facing various quality management

challenges.

business process management certification: Agile Practice Guide , 2017-09-06 Agile Practice Guide – First Edition has been developed as a resource to understand, evaluate, and use agile and hybrid agile approaches. This practice guide provides guidance on when, where, and how to apply agile approaches and provides practical tools for practitioners and organizations wanting to increase agility. This practice guide is aligned with other PMI standards, including A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Sixth Edition, and was developed as the result of collaboration between the Project Management Institute and the Agile Alliance.

business process management certification: Process Management in Education Robert Ewy, Henry (Hank) A. Gmitro, 2009-01-09 Managing processes is not just one of the keys to educational improvement, but the key. Applying the concepts, guidelines, and practices related to process management as described in this book would create the kind of school district the Department of Education policy goals are rightfully determined to achieve. Ultimately, success or failure in school districts is about managing processes, it has always been about managing processes, and it always will be about managing processes. The purpose of this book is to help you understand that reality and give you the tools to act on that understanding. The book is organized into two sections. The first section is devoted to introducing the concepts of process management and providing examples of how those concepts are used to design, measure, deploy, and improve processes. The second section is devoted to examples of process flow charts. Flow charting processes is one of the most valuable activities a process manager can facilitate. Our intent is to give the process manager a head start in designing flow charts for district level processes. The flow chart examples are not provided as the best possible way to design processes, but as examples of what thoughtful professional educators and support staff can create when given the task of designing a process.

business process management certification: COBIT 5: Enabling Information ISACA, 2013-10-10

business process management certification: BPMN Method and Style Bruce Silver, 2009 Creating business process models that can be shared effectively across the business - and between business and IT - demands more than a digest of BPMN shapes and symbols. It requires a step-by-step methodology for going from a blank page to a complete process diagram. It also requires consistent application of a modeling style, so that the modeler's meaning is clear from the diagram itself. Author Bruce Silver explains not only the meaning and proper usage of the entire BPMN 2.0 palette, but calls out the working subset that you really need to know. He also reveals the hidden assumptions of core concepts left unexplained in the spec, the key to BPMN's deeper meaning. The book addresses BPMN at three levels, with primary focus on the first two. Level 1, or descriptive BPMN, uses a basic working set of shapes and symbols to meet the needs of business users doing process mapping. Level 2, or analytical BPMN, is aimed at business analysts and architects. It takes advantage of BPMN's expressiveness for detailing event and exception handling, key to analyzing and improving process performance and quality. Level 3, or executable BPMN, is brand new in BPMN 2.0. Here the XML underneath the diagram shapes becomes an executable design can be deployed to a process engine to automate the process. The method and style detailed in the book aligns these three levels, facilitating business-IT collaboration throughout the process lifecycle. Inside the book you'll find discussions, illustrated with over 100 examples, about: The questions BPMN asks, and does not ask The meaning of basic concepts like starting and completing, sending and receiving, waiting and listening Subprocesses and hierarchical modeling style The five basic steps in creating Level 1 models Event and exception-handling patterns Branching and merging patterns Level 2 modeling method Elements of BPMN style: element usage and diagram composition

business process management certification: ADKAR Jeff Hiatt, 2006 In his first complete text on the ADKAR model, Jeff Hiatt explains the origin of the model and explores what drives each building block of ADKAR. Learn how to build awareness, create desire, develop knowledge, foster

ability and reinforce changes in your organization. The ADKAR Model is changing how we think about managing the people side of change, and provides a powerful foundation to help you succeed at change.

business process management certification: *Building a Second Brain* Tiago Forte, 2022-06-14 Building a second brain is getting things done for the digital age. It's a ... productivity method for consuming, synthesizing, and remembering the vast amount of information we take in, allowing us to become more effective and creative and harness the unprecedented amount of technology we have at our disposal--

business process management certification: *Business Process Management* Roger Burlton, 2001-05-17 Business processes are the production lines of the new economy. When they fail us, our products and services fail our customers, and our business fails its owners. The more businesses change, the more they must concern themselves with their stakeholder relationships and manage their processes so that technologies and organization designs have a common business purpose. This book shows you how to deliver integral processes and helps you build a fully process-managed enterprise. The Process Management Framework provides the strategic guidance and tactical steps to make the switch. Encompassing eight phases, the Framework migrates organizational and process transformation through strategy, design, realization, and actual operations. For each phase, this book provides detailed descriptions of the steps, their inputs, outputs, guides, and enablers, as well as the tricks, traps, and best practices learned by experienced practitioners. It also covers the related disciplines of managing programs, risk, quality, projects, and human change, and how process management is the key to ensure a fit among all these areas. For those of you about to embark on a process journey, this book provides a compelling call to action, a guide for management, and an invaluable reference. Learn the concepts and transform your business! See why process management is an inevitable trend that won't go away. Understand why relationship management needs effective processes to work. Define your stakeholders and determine their needs. Discover what other organizations have done to manage processes successfully. Explore a complete framework for managing business, process, and human change. Apply your knowledge to manage process projects effectively and efficiently. Learn what to do and what to avoid in every step. Develop processes to align technology, organization, and facility transformation. Gain cross-organizational acceptance of process and personal change. Anticipate objections and proactively manage stakeholder concerns.

business process management certification: *Business Process Mapping* J. Mike Jacka, Paulette J. Keller, 2009-07-07 Praise for Business Process Mapping IMPROVING Customer Satisfaction SECOND EDITION A must-read for anyone performing business process mapping! This treasure shares step-by-step approaches and critical success factors, based on years of practical, customer-focused experience. A real winner! Timothy R. Holmes, CPA, former General Auditor, American Red Cross Paulette and Mike make extensive use of anecdotes and real-life examples to bring alive the topic of business process mapping. From the outset, this book will engage you and draw you into the world of business process mapping. Who would have thought that reading about business process mapping could make you smile? Well, Mike and Paulette can make it happen! Within each chapter, the authors provide detailed examples and exhibits used to document a process. Each chapter also includes a 'Recap' and 'Key Analysis Points' which enable the reader to distill the highlights of the chapter. Barbara J. Muller, CPA, CFE, Senior Lecturer, School of Accountancy, W. P. Carey School of Business, Arizona State University Keller and Jacka cut through the drudgery of process mapping with a path-breaking approach that enables the reader to better understand processes, how they work and how they work together toward successful achievement of business objectives. With great style and flair, this book will provide you with a different way of thinking and new tools to assist you in process analysis and improvement. This book is a must-read for auditors, risk managers, quality improvement management, and business process engineers. Dean Bahrman, VP and Internal Audit Director (Retired), Global Financial Services Companies Mike Jacka and Paulette Keller show their expertise with the application of business process mapping in

increasing customer service and satisfaction in this updated and expanded edition of this popular book. With clear, practical examples and applications, this book shows the writing talents of both authors, and it will be used over and over by those from all lines of industries and professions. Kudos for a job well done! Joan Pastor, PhD, Founding Partner, Licensed Industrial-Organizational Psychologist, JPA International, Inc., Beverly Hills, California

business process management certification: Improving Business Process Performance

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Andersen, Tom Fagerhaug, 2006-01-01 This updated and expanded edition discusses many different tools for root cause analysis and presents them in an easy-to-follow structure: a general description of the tool, its purpose and typical applications, the procedure when using it, an example of its use, a checklist to help you make sure it is applied properly, and different forms and templates (that can also be found on an accompanying CD-ROM). The examples used are general enough to apply to any industry or market. The layout of the book has been designed to help speed your learning. Throughout, the authors have split the pages into two halves: the top half presents key concepts using brief language—almost keywords—and the bottom half uses examples to help explain those concepts. A roadmap in the margin of every page simplifies navigating the book and searching for specific topics. The book is suited for employees and managers at any organizational level in any type of industry, including service, manufacturing, and the public sector.

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Project Management Institute, 2016-10-01 A Guide to the Project Management Body of Knowledge (PMBOK® Guide) provides generalized project management guidance applicable to most projects most of the time. In order to apply this generalized guidance to construction projects, the Project Management Institute has developed the Construction Extension to the PMBOK® Guide. This Construction Extension provides construction-specific guidance for the project management practitioner for each of the PMBOK® Guide Knowledge Areas, as well as guidance in these additional areas not found in the PMBOK® Guide: * All project resources, rather than just human resources * Project health, safety, security, and environmental management * Project financial management, in addition to cost * Management of claims in construction This edition of the Construction Extension also follows a new structure, discussing the principles in each of the Knowledge Areas rather than discussing the individual processes. This approach broadens the applicability of the Construction Extension by increasing the focus on the “what” and “why” of construction project management. This Construction Extension also includes discussion of emerging trends and developments in the construction industry that affect the application of project management to construction projects.

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Means, Tammy Adams, 2005-08-05 Step by step, Facilitating the Project Lifecycle guides the project manager/facilitator in making smart choices about when and how to pull key talent together to spell success for the project and ultimately the organization. The authors will help you understand the benefits of using facilitated group work sessions to get real work done during a project and get it done better and more efficiently than more traditional individual work approaches. In addition, the book includes: Recommendations for capitalizing on group knowledge to accelerate the building of key project deliverables and ensure their quality as they are built A work session structure for planning, delivering, and following up facilitated work sessions Guides for building key project deliverables Sample agendas Proven techniques for managing the group dynamics

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updated to reflect the most current developments. This includes in particular new technologies such as in-memory data and process management, social media and networks. A further focus of this revised and extended edition is on the actual deployment of the proposed theoretical concepts. This volume includes a number of entire new chapters from some of the world's leading experts in the domain of BPM.

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portfolio, programme and project managers. The guidance is the source material for an accredited qualification from APMG-International

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Stefanie Rinderle-Ma, Shazia Sadiq, Frank Leymann, 2010-03-17 This book constitutes the thoroughly refereed post-workshop proceedings of eight international workshops held in Ulm, Germany, in conjunction with the 7th International Conference on Business Process Management, BPM 2009, in September 2009. The eight workshops were on Empirical Research in Business Process Management (ER-BPM 2009), Reference Modeling (RefMod 2009), Business Process Design (BPD 2009), Business Process Intelligence (BPI 2009), Collaborative Business Processes (CBP 2009), Process-Oriented Information Systems in Healthcare (ProHealth 2009), Business Process Management and Social Software (BPMS2 2009), Event-Driven Business Process Management (edBPM 2009). The 67 revised full papers presented were carefully reviewed and selected from numerous submissions.

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