

## BUSINESS PROCESS MANAGEMENT

### COURSE DATE

24 - 26 October 2012

### COURSE DURATION

3 days – 08:30 to 16:30 daily

### COURSE FEES

R10 570 (excl. VAT) per delegate

**5% discount**  
for enrolment 2 weeks  
prior to course date

### WHAT'S INCLUDED

Provision of the course by AstroTech includes:

- > Dynamic & knowledgeable facilitators
- > A quality folder, notepad & pen
- > Training file & CD
- > High quality training venue
- > Parking
- > A course attendance certificate
- > Lunch and refreshments

### REGISTRATION DEADLINE

Your completed enrolment form must be received prior to the start of the scheduled course.

TEL 011 582 3222 / 0861 ASTROTECH  
FAX 011 582 3201 / 0861 ASTROFAX  
E-MAIL TRAINING@ASTROTECHTRAINING.CO.ZA  
PRIVATE BAG X80500 HOUGHTON 2041

**0861 ASTROTECH**  
**WWW.ASTROTECH.CO.ZA**

### ★ COURSE OVERVIEW

To survive and prosper a business must adapt to the changing requirements of the environment in which it operates. Today's smartest and most resilient businesses are those that don't take anything for granted and periodically restructure and adapt themselves to changing business conditions.

This process is referred to as Business Process Management or BPM. The purpose of BPM is to radically improve the outputs or benefits of business processes.

In order to assist businesses in maximizing their potential, AstroTech is offering a training programme on "Business Process Management".

The course includes the following:

- > What is Business Process Management?
- > Process Analysis and Benchmarking
- > Activity and data modelling
- > Group Facilitation Skills for BPM
- > BPM Methods and Tools
- > Corporate Culture and Change Management
- > Change management Factor in BPM
- > The Human Factor in BPM
- > How to Plan and Scope a BPM Project
- > Process Flow Analysis
- > BPM Methodology Selection
- > Team selection and team roles
- > Management Reporting
- > BPM Documentation
- > Risk and uncertainty with BPM

... AND MUCH MORE!



## COURSE INFORMATION

### ★ WHO SHOULD ATTEND

- Project Managers
- BPM team members
- MDs, CEOs, CFOs, CIOs, Operations Managers, Quality Assurance Teams, Human Resource Teams,
- Anyone else with an interest in BPM

### ★ OUTCOMES

After attending this course attendees should:

- Gain an understanding of the key issues in Business Process Management
- Learn how to implement BPM
- Learn what the impact of BPM is
- Learn how to measure the success of BPM

### ★ TAKE HOME TOOLS

- A detailed manual, workbook and CD
- A quality folder, notepad & pen
- One month of free telephonic and e-mail support included

### ★ SETA ACCREDITATION

AstroTech Training is accredited as a Training Provider with the Services SETA (No. 3852)

Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

### ★ THE VENUE

The course will be held at the AstroTech Conference Centre, in Parktown, which boasts the unusual combination of an upmarket business venue, security and convenience, in a setting which captures the historic grace and style of Johannesburg's golden era.



Centrally situated, you can step off the Gautrain at the Rosebank station, or exit the M1 at the Joe Slovo/Houghton Drive offramp, and we are just around the corner.

For a list of accommodation options nearby, visit [www.astrotechconf.co.za/accommodation](http://www.astrotechconf.co.za/accommodation)

### ★ LEVEL 1 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 135% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

### ★ TERMS & CONDITIONS

- If the course is not held for any reason, AstroTech's liability is limited to the refund of the full course fee.
- Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the first day, and receive a full refund of the course fee.
- Payment is due before the start of the course, unless other terms form part of our Supplier/Client agreement.
- Failure to pay on time does **not** constitute cancellation of the booking, and the Terms and Conditions applicable to Cancellations and Postponements as set out below will apply.
- To avoid possible additional costs, **WRITTEN NOTICE** of any changes to your booking must be received at [training@astrotechtraining.co.za](mailto:training@astrotechtraining.co.za) within the following timeframes:

#### ➤ CANCELLATIONS:

- |                                    |  |
|------------------------------------|--|
| <b>CANCEL WITHOUT COSTS:</b>       | If you advise us BY EMAIL <b>at least SEVEN</b> calendar days before the course  |
| <b>PAY 50% OF THE COURSE FEE:</b>  | If you advise us BY EMAIL <b>less than SEVEN</b> calendar days, but more than 24 hours before the course   |
| <b>PAY 100% OF THE COURSE FEE:</b> | If you advise us BY EMAIL <b>less than 24 hours</b> before the start of the scheduled course, OR if the delegate is <b>ABSENT</b> without notification |

#### ➤ POSTPONEMENTS:

- |   |  |
|---|--|
| <b>WITHOUT COSTS:</b>                             | If you advise us BY EMAIL <b>more than THREE</b> working days before the course  |
| <b>WITH ADDITIONAL FEE (R1,430 PER DELEGATE):</b> | If you advise us BY EMAIL <b>THREE or less</b> working days before the course starts, or if the delegate is <b>ABSENT</b> without notification, but still wants the option of postponement |

- The invoice for the training remains due and payable as at the scheduled start date of the original course booked, and payment terms are not extended for postponements or exchanges to future courses.
- Postponements must be utilised within a maximum of **SIX** months from the scheduled date of the original course booked, or the course fee will be forfeited.
- Once you have postponed, the **CANCELLATION** terms above **no longer apply** to the future course, and you cannot subsequently cancel the booking without being liable for the full course fee.
- Special promotions applicable to the original course dates will **not** carry over to the postponed dates where the new dates fall outside of the promotion period.

#### ➤ PRESENTERS

Should it be necessary, AstroTech reserves the right to substitute the presenter.

#### ➤ COMMUNICATION

When a person registers on AstroTech's website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise by AstroTech and/or its business partners.

#### ➤ DISCLAIMER

AstroTech will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.



