

BUSINESS PROCESS MANAGEMENT

IN-HOUSE TRAINING

WHAT'S INCLUDED

AstroTech Training will provide:

- > A detailed manual/workbook and electronic copy of course material
- > Professional presentation of the course content, case studies and practical exercises
- > One month of free telephonic and e-mail support included
- > Certificate of completion
- > Delivery of course material *(unless otherwise arranged)*
- > Travel and Accommodation for the Facilitator *(if required)*

PLEASE WILL YOU PROVIDE:

- > A suitable training venue with data projector
- > White Board and/or Flip Chart and markers
- > Lunch and refreshments daily

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★ 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 offers 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

★ 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!

★ LEVEL 2 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 125% 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!

★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included

★ TERMS & CONDITIONS

- **PAYMENTS:**
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:
COURSES INSIDE GAUTENG: At least **SEVEN** working days prior to the course
COURSES OUTSIDE GAUTENG: At least **TEN** working days prior to the course
Absent delegates are charged for.
- **POSTPONEMENTS:**
POSTPONE WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 25% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**
CANCEL WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 50% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION:**
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER:**
AstroTech Training 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.