

The Advanced Business Process Management Certificate

As a professional completing your first level Business Process Management Certificate course, you took home an overview of the discipline and the components of BPM analysis. You learned tools to use in implementing a beta site project of your own and felt well-equipped to participate in a larger company effort. You "got" the concepts, learned the lexicon, had some practice and feedback, and grew with on-site implementation of your knowledge.

Are you ready for another leap? The two [Advanced Business Process Management Certificate](#) courses prepare you to shed your "team member" skin and grow into a leader of company-wide projects and initiatives.

Advanced Techniques for Modeling, Analysis and Design

In the first course, Advanced Techniques for Modeling, Analysis and Design, you will learn how to model specific sets of procedures, how to use various means to measuring process performance, and what it takes to manage a process on a day-to-day basis. This three-day course covers:

- Where to employ LEAN techniques
- Modeling customer processes
- Capturing business rules
- How to decompose and align
- Customer process modeling
- Complex processes
- Application to employee problems
- Redesigning to automate
- Planning for implementation and rollout

Beyond deepening your understanding of process analytics and facility with mapping, modeling and design techniques, you will also learn to see and account for the bigger picture. We devote a significant part of this course to defining the mission, the vision and stakeholders. If this is properly done and aligned, it paves the way for successful process improvement initiatives.

This three-day course concludes with your working through an entire case study of how automation and human performance technology can be employed to solve complex problems encountered in redesign.

Managing a Business Process Project

Course two, Managing a Business Process Project, is a fusion of business process management and project management. We devote these two days to the planning, scheduling and budgeting end of BPM. Who are the stakeholders, how deeply should they be involved and at what points in the process? Who do you need to sell this project to and how can you effectively do that? How do you manage communications with your internal stakeholders -- peers, employees, senior management?

Key learning points include:

1. How to develop and manage a process change project
2. How to use BPTrends diagrams and worksheets to quickly scope a project and define project milestones and gates
3. How to choose and use the right tools required to assure you maintain project control
4. How to manage quality and scope with time and cost in balance
5. How to reduce risk and anticipate, manage and avoid potential conflicts
6. How to build and present a business case for a process change project

How does CEG assure meaningful learning?

One of the first questions HR managers and prospective students alike ask us is this: "How do you ensure that the learning is applied back at the workplace?" It is the single most relevant question they can ask. At CEG, we address this very differently from every peer organization we know, **by building the application of skills and knowledge right into the course.**

Before the actual course begins, you familiarize yourself with the materials - essentially you do your pre-course homework. By the time class starts, you, the student, aren't scrambling with new terminology and models. You come to the course with this pre-learning completed, bring a real-life project with you, and build action plans for that project during your course time.

Even more critical to your success is the fact that the course is not over with the last formal instruction module. Time to put that project into action. Loop back with your course facilitator. Share with your core network of 4-5 professionals from the course who are working in other organizations. Attend an on-line coaching session.

See your project begin to take wing. ***Then***, earn your certificate.

Internal consultants, leading the charge

Students of [CEG's Advanced BPM](#) come to this program because they are ready to go beyond being a nuts-and-bolts process analyst to becoming a thought leader for their company, someone with a well-developed eye for the 360 degree view of the operation.

With advanced business process management training and the opportunity to apply your knowledge, you go from being a junior level rising star to becoming invaluable. Ironically, "invaluable" in today's business world is taking on new dimension. Rather than being confined to a department or business unit, those who prove themselves to be skilled in process management, more and more, find themselves in what feels like very fluid internal consultant role.

In [Management Challenges for the 21st Century](#), Peter Drucker predicted that "the most important contribution management needs to make in the 21st century is" ... "to increase the productivity of knowledge work and the knowledge worker." The BPM gurus are the internal consultants leading this charge.