

2-day training “BPM at a glance” – what counts.

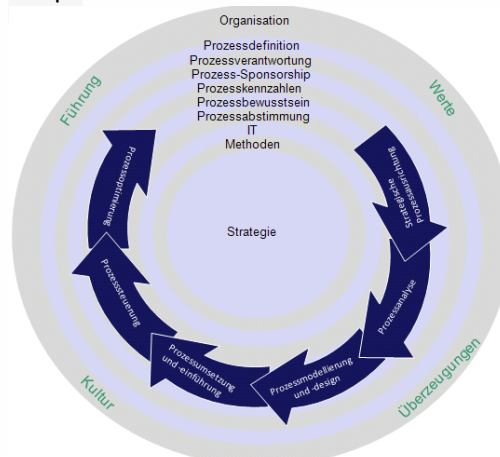
Business Process Management – a revolution?

Management concepts for process optimization are nothing new – but essential for many companies. Concepts vary just as much as application fields. Holistic approaches such as lean management, TQM, or BPR as well as methods for the optimization of individual processes such as Six Sigma all have in common that they are closely linked to **process organization**, aim at achieving enhanced **customer orientation** and focus on what really counts, i.e. a company’s **value-creation chain**.

Certain **critical success factors** could be determined on the basis of learnings from projects that were less successful, i.e.:

- Creating a process organization is an evolutionary process
- It is not the **aptitude to change** but the **will to change** that is lacking, because in numerous projects, the **necessity to change** was not conveyed sufficiently well
- Effective **change management** helps to **do away with resistance**
- Procedure should be **goal-oriented, iterative** and **agile**. In many cases, „quick-wins“ should be given preference over „big bangs“.
- **Information technology** can contribute significantly to the success of process management.

For some years now, we have been working on a standardized version of process management to not only take into account all success factors but to also comprise a tried and tested methodology, i.e. the observation of a process across **life cycles** – from **strategic orientation, via analysis, design, implementation, and performance measuring** to ensure **decisive continuous improvement**. Simultaneously, the special requirements of change management must be taken into account before processes are introduced.



Highlights

Content

- Training with regard to the international standard (BPM CBOK)
- Basic know-how for process experts
- Theory and practice
- A copy of the CBOK

Overview of topics

- Introduction to the overall BPM life cycle
- Overall topics such as process organization, corporate process management, BPM technologies
- Introduction to methods and technologies for process modeling
- Management of change processes

The BPM CBOK



Editors:

ABPMP (www.abpmp.org)
EABPM (www.eabpm.org)

The CubeServ Group ...

... is specialized in corporate performance management and premium business intelligence services. The solutions are based on SAP Business Objects Business Intelligence, SAP NetWeaver BW and SAP HANA. CubeServ operates subsidiaries in Switzerland, Germany, Austria, and Croatia.

For more than ten years now, full service provider CubeServ is synonymous with operational excellence with regard to the design, implementation, management and operation of SAP BW/BO solutions – from classic data warehousing with SAP BW via BW-IP and Business Planning (BPC), Business Process Management, Balanced Scorecard (SSM) to In-Memory solutions with SAP HANA. In addition, CubeServ has developed its own intelligent products and add-ons for SAP BI solutions, e.g. the CubeServ BW Documentation Tool.

Interested? We would take pleasure in answering any questions you might have. Please call us or send us an e-mail.

Switzerland: +41 55 224 30 00

Germany: +49 6142 210 170

Austria: +43 1 20 501 66 100

Croatia: +385 1 2851 049

info@cubeserv.com

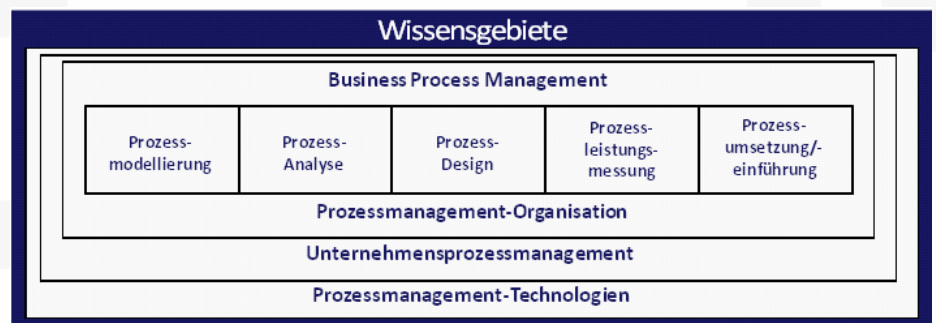
www.cubeserv.com



BPM at a glance – introduction into Business Process Management

For **two days**, the participants will receive a **theoretical** as well as a **practical** introduction into BPM. The theoretical part of the training is based on the **BPM CBOOK**. The practical part must be based on a case study of a small company that, because of a changing business environment, faces new challenges. During training, in order to meet the current market circumstances, the participants will run through the different phases of a **BPM life cycle**, step by step, and in due line with the various different processes. Training will switch back and forth between theoretical and practical modules.

Furthermore, overall organizational aspects such as **new roles and organizational structures**, requirements towards **change management** and **technological aspects** mean that insight into all nine topical fields of CBOOK will be ensured.



Conclusion

No, BPM is not revolutionary but evolutionary. BPM **intelligently combines existing knowledge** with **modern approaches**, supported by **tried and tested methods**.

BPM **is based on experiences** made with the first process-oriented approaches and for the first time, provides a **holistic approach** that is not focused on methodology alone but on the tangible aspects of an organization, e.g. its **corporate culture**.

Please refer to www.cubeserv.com for additional information on this 2-day training.