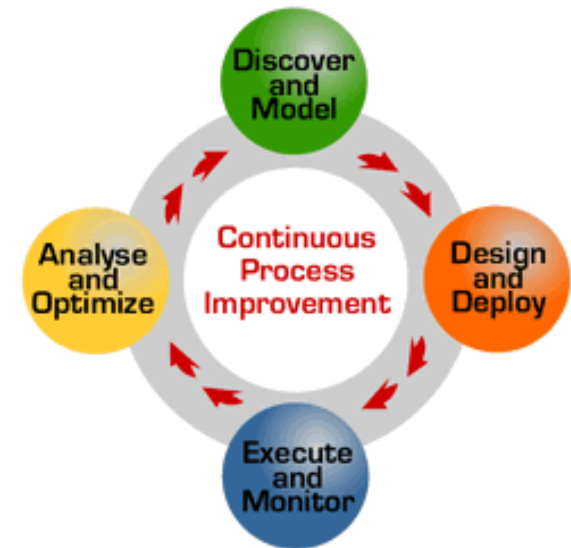




BPM Courses

**From discovery to
optimization**

**Workshop 202
Process Simulation and Optimization**



Business Process Management

Workshop 202: Process Simulation and Optimization



Description

BPM is about global performance continuous improvement and adequate change management, aligned with organization's strategy. Yet, how to positively communicate the advantages of such changes, before any implementation is done? This is exactly where simulation and optimization methods come to help decision makers. This workshop will show you concrete ways to conduct advanced analysis of the BPM value proposition, while taking into account your own business model.

Duration: 1 Day – REF : WSOMX202-EN

Who Should Attend?

This course is recommended for anyone who deals with business processes from the problem solving perspective. This will benefit:

- ⇒ Line of Business Managers
- ⇒ Business or Process Analysts
- ⇒ Project Directors and Managers
- ⇒ Information Architects
- ⇒ Policy or Functional Analysts
- ⇒ Systems Consultants and Architects

Prerequisites

- ⇒ BPMN Modeling
- ⇒ No technical expertise required

Workshop Contents

- ❑ The Process Improvement Cycle
- ❑ What is Process Optimization?
- ❑ Why You Need Simulation
- ❑ Quality Optimization Methods: ABC, Lean, Six Sigma
- ❑ Choosing Key Performance Indicators
- ❑ Working With Simulation Results
- ❑ Incorporating Historical Data
- ❑ Multiple Hands-On Exercises

Performance Objectives

At the end of the workshop, you will be able to:

- ❑ Use computer simulation to model and test results
- ❑ Locate bottlenecks to identify areas for improvement
- ❑ Determine when and where to add technology to processes