



THE UNIVERSITY OF  
SYDNEY

# **Business Process Design and Implementation Course**

*Centre for  
Continuing Education*



# Business Process Design and Implementation Course



This one-day course will provide you the knowledge and skills to design and improve business processes in alignment with your organisation's vision and objectives.

Organisational processes are a critical element of an organisational governance framework and have a direct relationship to the organisation's maturity level and their customer's experience.

The course is aimed at professional process designers and best practice practitioners.

## Delivery Style

Both delivery modes include topic discussion, group activities to practice capabilities and quiz questions to consolidate knowledge.



### Course duration

1 session, 8 hours total



### Time

9am - 5pm



### Format

Face-to-face  
or  
Online in real-time



### Dates

Browse available  
[course dates](#)

## Prerequisites

A general understanding of business operations.

## Intended audience

- Process owners
- Process designers
- Business analysts
- Technical analysts
- Service management specialists
- Continual improvement practitioners



## Upon completion

Every participant receives a University of Sydney certificate of completion.



## Aims

The aim of this course is to equip you with the skills to design and improve an organisation's processes and value streams.



## Outcomes

By the end of this course, you should be able to:

- describe the definition of a process
- describe the purpose and objectives of a business process
- describe the purpose and give examples of value streams
- design efficient business processes and value streams that achieve organisational objectives
- model processes using contemporary design tools
- list the roles associated with business processes and the accountabilities and responsibilities
- measure and improve the efficiency and effectiveness of a business process
- apply continuous improvement to business processes.



## Content

- Business process concepts
- Requirements management for process development/improvement
- Business process modelling
- Business process documentation
- Understanding value streams
- Lean concepts and business processes
- Process metrics
- Process optimisation and automation
- Continual improvement



*“The presenter was very experienced and encouraged lots of discussion. I definitely got a lot from the course.”*

**Antoine Goarin**



## Organisational training and development

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

[Learn more](#)



THE UNIVERSITY OF  
**SYDNEY**

We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Empower ambition,  
*inspire leadership*

**For more information**

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