



Certificate in Business Process Management

Program
Length:
5 Days Total

About Watermark Learning

Since 1992 we have provided training that turns the complexity of industry standards into practical application of business analysis, project management, agile, and business process management. Our courses concentrate on critical skills to enhance performance and lead to enduring results in organizations. Our classes are practical and engaging rather than academic. We apply our extensive industry experience to concentrate on the skills needed to be effective. Our instructors facilitate interactive case studies in class that energize students to learn and motivate them to perform.

Contact us at 800-646-9362, or www.WatermarkLearning.com.

NOTE: Classes may also be purchased individually at standard pricing.



Our certificate program provides comprehensive training for Process Analysts, Business Analysts, BPM Program Managers, and others who need to manage business processes. It is aligned with the industry best practices adopted from Lean, Six Sigma, and the BPM Common Body of Knowledge (BPM CBOK®) as developed by the ABPMP (Association of BPM Professionals). We make these best practices come alive in a practical way so you can apply them immediately.

REQUIRED COURSES

Getting Started in Business Process Management (1 day)

BPM strategically aligns, integrates, and manages end-to-end enterprise business processes. The Watermark Learning course, *Getting Started in Business Process Management*, provides the key components, terminology, and techniques to help you begin to drive innovation and optimize processes within your organization.

Business Process Modeling (2 days)

A critical skill for all knowledge workers today is to successfully model business processes. It is the foundation for process analysis, process design, and overall communication and management about business processes within an organization. This course teaches the essential steps and techniques for process modeling, with ample opportunity to practice in class. Learn traditional flowcharting techniques as well as BPMN—the Business Process Modeling Notation.

Business Process Improvement (2 days)

Process improvement is the preferred approach for a business to achieve a noticeable return on investment for analyzing and managing its processes. This course builds on the Business Process Management framework identified in *Getting Started with BPM* and *Business Process Modeling*, and focuses on the steps for analyzing and improving processes. The course also provides practical tools to improve, measure, and control process changes.

Certificate in Business Process Management *(Continued)*

BONUS

Upon completion, receive a 20% discount on all individual Watermark Learning public classes—for life!

TIME

Students have 3 years to complete the certificate from the time of the first class after enrollment. Classes taken previously at Watermark may apply.

ACADEMIC CERTIFICATION

Our certificate programs are awarded in conjunction with Auburn University. Students may also receive undergraduate or graduate credits for all classes. Contact us for details.

ADDITIONAL FREE RESOURCES

Besides enhanced learning, when you train with us you become a member of our learning network. Among the free resources available to you are:

- **Online Access.** For both in-person and virtual classes, access class handouts and templates through our Training Management System. Also keep track of your training history 24/7.
- **Downloadable Templates.** Our web site features over 50 downloadable templates ready to use on the job to aid in managing projects, defining requirements, improving processes, and influencing without authority.
- **On-Demand Webinars.** View over 25 pre-recorded webinars filled with tips and techniques, and provide one PDU and/or CDU each for re-certification for PMPs and CBAPs/CCBAs.
- **Articles.** Access over 100 practical articles that give you new insights while they reinforce the training you receive.

MORE DETAILS

You can view complete class outlines and dates at the Public Class Schedule page of our web site.

For more information or to register, contact
Nancy Larsen, Training Consultant:

Phone: +1-952-921-0900 ext. 212
800-646-9362 (USA only)

Email: Nancy.Larsen@watermarklearning.com

Web: www.WatermarkLearning.com



"The Business Processing Modeling training for Provaliant was by far the best-received training that we have ever had, with the most active participation in class activities by all. The professionalism and experience of the Watermark instructor aided in making this a true learning experience for my staff."

Jay A. Masci, PMP, Provaliant Retirement, LLC

"I'm glad our company chose to make the investment to do Process Modeling right—will make all the difference in the world for my projects!"

Barbara Auerbach, General Board of Pensions-United Methodist Church

