



## University of Tartu

# Open Training Course Introduction to Business Process Management

*Thursday 10 October 2013, 10:00-16:00  
Tartu University Tallinn Branch, Teatri väljak 3, Tallinn*

### **Objective**

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Business Process Management (BPM) is the art and science of optimizing work in your organization in order to improve customer satisfaction while reducing costs, waste and errors. It is not a miracle solution to all your problems, but a way of thinking and managing that aims to ensure that your organization continuously produces maximum value with all possible tools available.

This course will give you a broad overview of the field of BPM. The aim is to help you to understand what can BPM offer and how to make the first steps towards “selling” BPM in your organization and establishing a BPM program.

At the end of this session, you will be able to:

- Identify and classify business processes in your organization
- Concisely and effectively formulate the value that a given business process gives to your business and your customers
- Identify the activities in a given business process and classify these activities into value-adding and non-value-adding
- Understand how to redesign a process to eliminate non-value-adding activities

The training session will be in English.

### **Where and When?**

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Tartu Ülikool Tallinna esindus, Teatri väljak 3.

Thursday 10 October 2013, 10:00-16:00

Registration required via e-mail to: [toomas.saarsen@ut.ee](mailto:toomas.saarsen@ut.ee)

### **Module Descriptions and Agenda**

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#### **10:00 – 11:30 Introduction to Business Process Management (BPM)**

Why BPM? Benefits and value proposition of BPM

Overview of the BPM lifecycle

#### **11:30 – 11:45 Break**

### **11:45 – 13:15 Process Identification and BPM Road-mapping**

Classification of processes

Process architecture

Introducing BPM in a company: What to do first?

Prioritization of business processes

Structure of a BPM program: business and IT stakeholders

### **13:15 – 14:15 Lunch break**

### **14:15 – 15:45 Process Analysis and Re-Design**

Process analysis techniques

Principles of process re-design

Case studies

Hands-on exercise

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## **Instructor**



**Marlon Dumas**

Marlon Dumas is Professor of Software Engineering at University of Tartu, Estonia. From 2000 to 2007, he worked in the Business Process Management research group at Queensland University of Technology (Australia) where he collaborated for several years with SAP Research and other enterprise software vendors. Professor Dumas is co-author of the textbook “Fundamentals of Business Process Management”, <http://fundamentals-of-bpm.org/>