Process Management CAS SGO («671CAS»)

In this course you will learn how to design and manage processes efficiently: from strategy to operational process design and continuous process optimization to BPMN. The transfer paper & presentation round off the course.

Duration: 18 days
Price: 10'800.–
Course documents: Course script and accompanying literature

Content

The training course has a modular structure and consists of 18 classroom and online seminar days.

Module 1: Process Improvement Practice (3 days)

- Basics of process design
- Process survey / process modeling
- Process analysis
- Process requirements identification
- Process design
- Process evaluation
- Process introduction / process realization

Module 2: Strategic process management (3 days)

- Strategic process organization (1 day online)
    - Basics of process management
    - Strategy development
- Introduction process map (2 days)
    - Process architecture
    - Process check
    - Process vision
    - Process prioritization and roadmap

Module 3: Continuous Improvement Process CIP (3 days)

- Overview process management and continuous improvement
- Organization of process management
- Process objectives/ key performance indicators
- Process performance measurement
- Process cockpit
- Process performance diagnosis and control
- Process Management - Development

Module 4: BPMN 2.0 Business Process Model Notation (2 days online)

- Embedding BPMN into process management
- BPMN elements from A like artifacts to T like typified events
- Collaboration models
- Conversations
- Choreography
- Topics in the environment of BPMN (automation, CMMN, ...)

Module 5: Agile Process Management (2 days)

- Basics of Agile Process Management
- Agile strategic process organization
- Agile process design
- Agile continuous process improvement
- Structural and cultural requirements for agile process management

Module 6: Organizational development - personal and social competence (3 days) - mandatory module

- Levels and fields of action of organizational development
- Self-organization and change
- Communication, feedback and mindset
- Agility and resonance-based (self-)leadership
- Group dynamics and team development
- Values and principles of self-organized teams
- Corporate culture diagnosis and further development
- Culture hacks - micro intervention in the organization

Module 7: Practical transfer and conclusion (2 days) - mandatory module

- In the final module you will put your newly acquired knowledge to the test. Components of the exam are:
    - Multiple choice test
    - BPMN Modelling
    - Exam Workshop
- Dr Guido Fischermanns' "Praxishandbuch Prozessmanagement" addresses these issues with concrete guidelines, precise technical explanations and numerous application tips. The work follows a didactically successful, complete and consistent "red thread". All methods and techniques are explained using a continuous case study. The book thus provides you with comprehensive material for your practical work.

Key Learnings

- Comprehensive understanding of process management
- Knowledge of the facets of strategic process organization so that the top-down approach to process models can be put into practice
- Knowledge of the key approaches to the optimal design of processes
- Mastery of the important methods and techniques for the steps of continuous process control and optimization
- Ability to professionally introduce company-wide process management in a company
- Overview of basic principles, correct use, advantages and limitations of BPMN 2.0
- Knowledge of current trends in process automation
- Understanding of the interrelationships of the IT architecture
- Design and modeling of agile processes
- Ability to work in a self-organized manner
- Application of practical methods of role analysis, conflict management and teamwork

Methodology & didactics

In this form of course, you learn over a longer period of time in a constant group. This allows the learning situations to build on each other and be networked.

Target audience

This course is aimed at employees in process management, employees in the organizational area, process managers and process analysts, executives with process responsibility, managers and employees in corporate and personnel development, and interested employees from organizational and specialist departments.

Certification

This holistic and challenging course represents a specialization in one of two MAS programs at the Zurich School of Business (HWZ). The performance record consists of continuous attendance (at least 80%), a written exam, an exam workshop in the final module, and 2 mandatory modules, which must be attended 100%. You will receive the certificate «Process Management CAS SGO» (15 ECTS points).

Additional information

Please note that the mandatory module «Organizational Development - Personal and Social Competence» takes place on-site.

This course is conducted in cooperation with our partner SGO Business School. **The CAS and the ECTS points are awarded by the Hochschule für Wirtschaft Zürich (HWZ).**

Any questions?

We are happy to advise you on +41 44 447 21 21 or info@digicomp.ch. You can find detailed information about dates on www.digicomp.ch/courses-service-project-management/lean-and-process-management/course-process-management-cas-sgo