Process Management SGO («671»)

A key success factor today: designing and managing processes efficiently. This course provides a comprehensive understanding of process management. Upon successful completion, you will receive the «Process Management SGO» certificate.

Duration: 10 days
Price: 6'500.–
Course documents: Course script and accompanying literature

Content

The training course has a modular structure and consists of 10 classroom and online seminar days.

Module 1: Process Improvement Practice (3 days)

- Basics of process design
- Process survey/process modelling
- Process analysis
- Process requirements identification
- Process design
- Process evaluation
- Process introduction / process realisation

Module 2: Strategic process management (3 days)

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

Module 3: Continuous Improvement Process CIP (3 days)

- Overview of process management and continuous improvement
- Process management organisation
- Process objectives/ key performance indicators
- Process performance measurement
- Process cockpit
- Process performance diagnosis and control
- Process management - development

Module 4: Practical transfer and conclusion (1 day) – mandatory module

- In the final module you will put your newly acquired knowledge to the test.
- 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

- You will learn the importance of efficient processes and understand the interaction of process and organizational structure
- You will be able to apply the methodical approach to the analysis and design of processes
- You can identify weaknesses in the process organization and their causes and are able to optimize and implement processes
- You learn to analyze the initial situation in the enterprise and can identify and define business processes
- You know different ways of developing process maps and prioritising business processes
- You can identify core processes on the basis of a self-developed business process model and build a process-oriented company
- You will gain initial experience in optimizing a business process conceptually
- You will recognize which key figures are important and meaningful for the process
- You will get to know the differences and similarities between current process-oriented KPI approaches and understand the approach of Process Performance Management as a permanent possibility to identify and eliminate process weaknesses by comparing target and actual KPIs

Target audience

This training is aimed at specialists such as process managers, BPM experts, process organisers, (in-house) consultants, project managers as well as managers and employees who are responsible for designing and managing processes.

Certification

This training consists of three modules and leads to the degree «Process Management SGO». The performance record consists of continuous attendance (at least 80%), an examination workshop in the final module and 1 mandatory module, which must be attended 100%.

Additional information

This course is conducted in cooperation with our partner SGO Business School.

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-sgo