

## Process-Management Training Digital Transformation & Operational Excellence



Build up an **effective process management system!**

Functional processes are an essential prerequisite for success in companies. This training combines theoretical principles, practical examples, and simulations, allowing you to quickly apply the knowledge you have learned in practice.

Our trainers are process-management experts with many years of project experience in different industries. They will ensure that the training is practice-oriented, interesting and entertaining. Our trainers are also optionally available as coaches for your project work.

### Content

- Process Management Basics (Terms, History, Roles)
- Instruments and methods for evaluating business processes (process maturity, process capability)
- Documentation of business processes (BPMN 2.0 and other standards)
- Process Controlling: How to develop meaningful process metrics and goals
- Selected tools for process analysis: RACI Matrix, Value Added Analysis, Muda,
- Identify, evaluate and control process risks (use of FMEA)
- Align, control, evaluate and control processes in compliance
- Methods and tools to constantly improve your processes
- Process reporting: How to present your processes professionally in reports

### Target group

- Staff of process-improvement or implementation projects
- Staff who want to get to know the basic systematics of efficient process management
- Heads of department and area managers who aim to optimize their processes

### Further information

- Training language: German or English
- Duration: 2 days
- Price: Upon request
- Participants: up to 12 people
- Location: PROCISE, Frankfurt or as in-house training upon request

### Registration & questions

We are happy to be available on + 49 69 24 24 06 60 to personally answer any questions.  
Or send us an e-mail c/o [training@procise.com](mailto:training@procise.com).