BLACKBIRD FOR TRAINING

Certified Business Process Professional (CBPP®) Preparation Course

2 – 13 August 2027
Kuala Lumpur (Malaysia)

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Introduction

In today's complex business world, mastering business process management BPM is essential for driving efficiency, innovation, and strategic growth. The Certified Business Process Professional CBPP® credential—awarded by ABPMP—is globally recognized as the gold standard for professionals seeking to lead and transform business processes.

This comprehensive training course is designed to prepare participants for CBPP® certification by covering the full spectrum of the Business Process Management Body of Knowledge BPM CBOK® v4.0. Participants will develop advanced capabilities in business process analysis, process modeling, automation, and performance monitoring—skills that are critical to success in managing business processes.

Whether you're a business process analyst, operations leader, or aspiring process professional, this course equips you to design, improve, and optimize organizational workflows in alignment with international standards.

Course Objectives

By the end of this training course, participants will be able to:

- Understand the core principles of business process management, based on BPM CBOK® v4.0.
- Apply leading business process improvement techniques to drive operational excellence.
- Lead business process operations and transformation initiatives across departments.
- Perform detailed process analysis and design using BPMN, UML, and other tools.
- Integrate business process modeling into organizational strategies and technologies.
- Utilize automation technologies such as Robotic Process Automation RPA to enhance performance.
- Be fully prepared to pass the Certified Business Process Professional CBPP® exam through targeted practice and review sessions.

Course Outlines

Day 1: Introduction to Business Process Management BPM

- What is business process management? Exploring the business process definition and its value.
- The BPM lifecycle: Design, Model, Execute, Monitor, Optimize.
- Introduction to the BPM CBOK® v4.0 and the role of the process professional.
- Understanding business process meaning in organizational contexts.



Day 2: Business Process Analysis

- Techniques for conducting process analysis business reviews.
- Mapping and documenting existing processes.
- Identifying performance gaps and inefficiencies.
- Conducting value-added and gap analysis.

Day 3: Business Process Modeling

- Introduction to business process modeling using BPMN and UML.
- Developing clear, accurate models of business process operations.
- Applying best practices for visual process representation.
- Improving communication through structured models.

Day 4: Process Design & Transformation

- Defining and redesigning processes for efficiency.
- Exploring frameworks for business process improvement.
- Managing innovation and transformation initiatives.
- Reviewing case studies of successful business process solutions.

Day 5: Business Process Monitoring & Performance

- Defining Key Performance Indicators KPIs for business process monitoring.
- Using dashboards and metrics to track performance.
- Leveraging data to support decision-making and continuous improvement.

Day 6: Methodologies for Process Improvement

- Applying Lean, Six Sigma, and Agile within BPM.
- Using the DMAIC framework for structured problem-solving.
- Incorporating iterative models for rapid improvement cycles.

Day 7: Business Process Automation & Technology

- Introduction to business process services and digital tools.
- Understanding and applying Robotic Process Automation RPA.
- Selecting technology platforms to streamline business processes.
- Overcoming challenges in digital transformation.



Day 8: Change Management in BPM

- Managing change across people, process, and technology.
- Strategies to reduce resistance and ensure adoption.
- Building a BPM-focused culture across the enterprise.
- Engaging stakeholders throughout the transformation journey.

Day 9: Enterprise Process Management EPM

- What is EPM? Understanding its role in governance and strategy.
- Designing enterprise-wide BPM frameworks.
- Aligning BPM with performance goals and organizational strategy.
- Establishing governance for long-term process success.

Day 10: CBPP® Exam Preparation & Final Review

- Deep dive into CBOK® key concepts.
- Sample questions and mock exam scenarios.
- Test-taking strategies for the CBPP® certification.
- Final Q&A session and personalized feedback.

Why Attend This Course? Wins & Outcomes!

- Global Certification: Earn the internationally recognized certified business process professional CBPP® credential—the benchmark of BPM excellence.
- Practical Skills: Gain hands-on experience in business process management services, tools, and methodologies.
- Career Growth: Elevate your value as a business process professional and stand out in the job market.
- Leadership Readiness: Lead major transformation projects with confidence and skill.
- Digital Advantage: Stay ahead by learning to implement business process automation and RPA technologies.

Conclusion

The certified business process professional CBPP® Preparation Course is more than a certification path—it's a gateway to becoming a leader in managing business processes.
Through a structured, practical, and comprehensive approach, you'll master the meaning of business processes, understand how to design and optimize them, and position yourself as a transformation leader in your organization.

Join us and take the next step toward earning your CBPP® credential—and unlocking your full potential as a certified business process management professional.

