Business Process Management Professional (CBPP® Preparation) For 1 Week

1 – 5 February 2027
Kuala Lumpur (Malaysia)



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Introduction

Business Process Management BPM has become one of the most important management disciplines for organizations seeking to improve operational performance, enhance customer value, strengthen governance, and accelerate digital transformation. As organizations face increasing pressure to deliver greater efficiency, agility, and innovation, Business Process Management provides the structured methodologies required to analyze, redesign, automate, and continuously improve business processes across the enterprise.

The Certified Business Process Professional CBPP® Preparation Course is designed to provide participants with a comprehensive understanding of the Business Process Management Body of Knowledge BPM CBOK® v4.0 while preparing them for the internationally recognized CBPP® certification. The course combines internationally accepted BPM frameworks with practical applications that enable participants to identify process improvement opportunities, model and optimize business processes, establish governance frameworks, implement process performance measurement systems, and support enterprise-wide transformation initiatives.

Throughout the program, participants will explore every stage of the Business Process Management lifecycle, from process architecture and process analysis to business process modeling, process redesign, process improvement, performance management, business process automation, organizational change management, and enterprise process governance. Practical discussions, real-world examples, and certification-focused exercises help participants develop both the technical knowledge and strategic perspective required to become effective Business Process Management professionals.

Course Objectives

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



- Understand the principles, concepts, and lifecycle of Business Process Management BPM.
- Explain the Business Process Management Body of Knowledge BPM CBOK® v4.0 and its practical applications.
- Develop Business Process Architectures that support organizational strategy and operational excellence.
- Identify, classify, document, and analyze business processes using internationally recognized methodologies.
- Apply Business Process Modeling techniques using BPMN and other process modeling standards.
- Evaluate process performance through business process analysis, workflow assessment, and performance measurement.
- Design future-state business processes that improve efficiency, quality, and customer value.
- Apply Lean, Six Sigma, Agile, and continuous improvement methodologies within Business Process Management initiatives.
- Develop and monitor Business Process Key Performance Indicators KPIs and performance dashboards.
- Evaluate opportunities for Business Process Automation and Robotic Process Automation RPA.
- Understand Enterprise Business Process Management E-BPM and process governance frameworks.
- Support digital transformation initiatives through process optimization and automation.
- Apply change management principles to Business Process Management projects.
- Prepare confidently for the Certified Business Process Professional CBPP® certification examination.

Course Outlines

Day 1: Business Process Management Foundations and Process Architecture

- Introduction to Business Process Management BPM.
- Business Process Management Lifecycle.
- Business Process Management Body of Knowledge BPM CBOK® v4.0.
- Business Process Architecture and Process Hierarchy.
- Business Process Governance Frameworks.
- Process Identification and Process Classification.
- Process Owners, Stakeholders, and Governance Responsibilities.
- Aligning Business Processes with Organizational Strategy.
- Creating Value through Business Process Management.

Day 2: Business Process Analysis, Modeling, and Process Design

- Business Process Discovery Techniques.
- Process Documentation and Workflow Analysis.
- Business Process Analysis Methodologies.
- Identifying Process Bottlenecks and Improvement Opportunities.
- Root Cause Analysis for Business Processes.
- Business Process Modeling using BPMN.
- Developing Future-State Process Models.
- Process Design Principles and Standardization.
- Best Practices for Business Process Documentation.



Day 3: Business Process Improvement, Performance Management, and Automation

- Business Process Improvement Methodologies.
- Lean Thinking within Business Process Management.
- Six Sigma Principles for Process Improvement.
- Agile Approaches to Business Process Optimization.
- Business Process Performance Measurement.
- Developing Process Key Performance Indicators KPIs.
- Business Process Monitoring and Performance Dashboards.
- Business Process Automation Fundamentals.
- Robotic Process Automation RPA Concepts and Applications.
- Evaluating Automation Opportunities and Digital Process Transformation.

Day 4: Enterprise Business Process Management, Governance, and Organizational Change

- Enterprise Business Process Management E-BPM.
- Designing Enterprise Process Governance Frameworks.
- Process Compliance and Operational Controls.
- Business Process Risk Assessment.
- Process Maturity Models and Capability Assessment.
- Organizational Change Management for BPM Initiatives.
- Managing Business Process Transformation Projects.
- Building a Process-Centric Organizational Culture.
- Sustaining Continuous Improvement Across the Enterprise.

Day 5: CBPP® Examination Preparation and Practical Applications

- Comprehensive Review of BPM CBOK® Knowledge Areas.
- Integrating Process Architecture, Analysis, Modeling, Improvement, and Governance.
- Business Process Case Studies and Practical Applications.
- Group Workshop on Business Process Analysis and Improvement.
- Process Performance Evaluation and Optimization Exercises.
- Enterprise Business Process Management Review.
- CBPP® Examination Structure and Competency Requirements.
- Practice Questions and Mock Examination.
- Examination Strategies and Certification Preparation.
- Final Technical Discussion, Questions, and Instructor Feedback.



Why Attend This Course: Wins & Losses!

- Build a comprehensive understanding of Business Process Management based on BPM CBOK® v4.0.
- Strengthen their capabilities in Business Process Analysis, Process Modeling, and Process Design.
- Apply internationally recognized Business Process Improvement methodologies to increase operational efficiency.
- Develop practical skills in Business Process Performance Measurement and KPI Management.
- Evaluate and implement Business Process Automation and Robotic Process Automation RPA initiatives.
- Support Enterprise Business Process Management and organizational governance frameworks.
- Improve decision-making through process analysis, performance monitoring, and business process analytics.
- Lead Business Process Management initiatives that support organizational excellence and digital transformation.
- Increase professional credibility by preparing for the internationally recognized Certified Business Process Professional CBPP® certification.
- Enhance career opportunities in Business Process Management, Business Analysis, Operational Excellence, Digital Transformation, and Organizational Development.

Conclusion

Business Process Management is no longer limited to documenting workflows—it has become a strategic capability that drives operational excellence, organizational agility, digital transformation, and long-term business success. Organizations that effectively analyze, improve, automate, and govern their business processes are better positioned to increase efficiency, reduce operational costs, and deliver greater value to customers and stakeholders.

This course provides participants with a structured and practical understanding of the complete Business Process Management lifecycle, covering process architecture, analysis, modeling, improvement, performance management, automation, governance, and enterprise-wide implementation. Through practical applications, case-based learning, and certification-focused preparation, participants gain the knowledge and confidence required to lead business process initiatives and support organizational transformation.

Upon successful completion of the program, participants will be equipped to apply internationally recognized Business Process Management best practices, contribute to continuous improvement initiatives, support enterprise-wide transformation projects, and confidently pursue the Certified Business Process Professional CBPP® certification as a recognized benchmark of professional excellence.

