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Course Name

Business Process Management (BPM) Certifications - BPM 2 Fundamental

Sector Name

Management And Leadership

Document Type

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Business Process Management (BPM) Certifications - BPM 2 Fundamental

Course Introduction

In an era of increasing complexity, digital transformation, and performance pressure, organizations can no longer rely on informal workflows or siloed operations. Clear, well-designed, and well-managed business processes are essential to achieving efficiency, consistency, customer satisfaction, and sustainable growth.

Business Process Management (BPM) provides organizations with a structured approach to understanding how work is done, identifying inefficiencies, and continuously improving performance.

BOOST has developed the BPM 2 Fundamental program as a comprehensive entry-level certification course for professionals seeking to build a solid foundation in Business Process Management. This program introduces participants to the core concepts, lifecycle, methodologies, and tools of BPM in a clear and practical manner, without assuming prior BPM knowledge.

The course focuses on helping participants understand processes end-to-end — from identifying and documenting current processes to analyzing performance, redesigning workflows, and supporting continuous improvement initiatives. Emphasis is placed on process

thinking, cross-functional collaboration, and aligning processes with organizational objectives.

Through structured explanations, practical examples, guided exercises, and hands-on activities, participants will gain the confidence to participate in BPM initiatives, support process improvement projects, and communicate effectively using common BPM language and models. This program serves as a strong foundation for further BPM certifications and advanced process improvement roles.

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Target Audience

- ✓ Business and process analysts (entry level)
- ✓ Quality, excellence, and continuous improvement staff
- ✓ Operations, administration, and support professionals
- ✓ Project team members involved in process change initiatives
- ✓ IT and digital transformation support teams
- ✓ Supervisors and team leaders seeking process awareness
- ✓ Fresh graduates interested in BPM and process improvement careers

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Learning Objectives

- ✓ Understand the purpose and value of Business Process Management in organizations
- ✓ Explain key BPM concepts, terminology, and principles
- ✓ Describe the BPM lifecycle and its main phases
- ✓ Identify and document business processes using a structured approach
- ✓ Recognize process roles, ownership, and stakeholder responsibilities
- ✓ Analyze basic process performance issues and improvement opportunities
- ✓ Understand how BPM supports efficiency, quality, and customer experience
- ✓ Contribute effectively to BPM and process improvement initiatives

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Course Outline

✓ DAY 01

Introduction to Business Process Management

- ✓ What is Business Process Management (BPM)?
- ✓ The importance of processes in organizational performance
- ✓ Difference between functions, processes, and workflows
- ✓ BPM versus traditional operational management
- ✓ Benefits of BPM for efficiency, quality, and customer satisfaction
- ✓ Overview of BPM certification pathways and fundamentals

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Course Outline

✓ Day 02

Business Processes and BPM Lifecycle

- ✓ Understanding business processes and value chains
- ✓ Types of business processes (core, support, management)
- ✓ Process boundaries, inputs, outputs, and customers
- ✓ Introduction to the BPM lifecycle
- ✓ Process identification
- ✓ Process discovery
- ✓ Process analysis
- ✓ Process design and improvement
- ✓ Process monitoring and control
- ✓ Roles and responsibilities in BPM initiatives

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Course Outline

✓ Day 03

Process Documentation and Modeling Fundamentals

- ✓ Purpose and importance of process documentation
- ✓ Introduction to process mapping and modeling concepts
- ✓ Basic process mapping symbols and notation
- ✓ High-level vs. detailed process models
- ✓ Documenting “as-is” processes
- ✓ Common mistakes in process documentation
- ✓ Practical exercises in basic process mapping

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Course Outline

✓ Day 04

Process Analysis and Improvement Basics

- ✓ Identifying process problems and inefficiencies
- ✓ Understanding bottlenecks, delays, and waste
- ✓ Introduction to basic process analysis techniques
- ✓ Performance measures and process indicators
- ✓ Root cause thinking for process issues
- ✓ Introduction to “to-be” process design concepts
- ✓ Aligning process improvements with business objectives

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Course Outline

✓ Day 05

BPM Governance, Performance & Certification Readiness

- ✓ Process ownership and governance concepts
- ✓ Managing process changes and stakeholder engagement
- ✓ Monitoring and controlling process performance
- ✓ Continuous improvement mindset in BPM
- ✓ BPM and organizational culture
- ✓ Review of key BPM 2 Fundamental concepts
- ✓ Exam preparation guidance and certification readiness
- ✓ Wrap-up, reflection, and action planning

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
March 15, 2027	March 19, 2027	5 days	4950.00 \$	England , London
April 19, 2027	April 23, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
July 19, 2027	July 23, 2027	5 days	4250.00 \$	UAE , Dubai
Oct. 18, 2027	Oct. 22, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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