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Course Name

Business Process Management (BPM) Certifications- BPM 2 Business Intermediate

Sector Name

Management And Leadership

Document Type

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Business Process Management (BPM) Certifications- BPM 2 Business Intermediate

Course Introduction

As organizations strive to improve efficiency, agility, and customer value, Business Process Management (BPM) has become a critical discipline for aligning operations with strategic objectives. At the intermediate level, BPM moves beyond basic process documentation into deeper analysis, optimization, governance, and performance management. Professionals are expected not only to understand processes, but also to improve them in a structured, measurable, and sustainable way.

To support this progression, **BOOST** has developed the **Business Process Management (BPM) Certifications - BPM 2 Business Intermediate** course for professionals who already have foundational BPM knowledge and are ready to advance their skills toward business-level process analysis and improvement. This program focuses on applying BPM concepts to real organizational challenges, enabling participants to analyze end-to-end processes, identify inefficiencies, and design improved process solutions that deliver business value.

The course emphasizes the business perspective of BPM, highlighting how processes support strategy, customer experience,

risk management, and performance outcomes. Participants explore intermediate BPM concepts such as process architecture, governance, ownership, performance measurement, and continuous improvement.

Through structured frameworks, applied examples, and practical discussions, participants strengthen their ability to contribute effectively to BPM initiatives and prepare for BPM 2-level certification expectations.

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Target Audience

- ✓ Business process analysts and BPM practitioners
- ✓ Operations and quality improvement professionals
- ✓ Business analysts and systems analysts
- ✓ Process owners and improvement leads
- ✓ Project managers involved in process initiatives
- ✓ Managers responsible for operational performance
- ✓ Professionals preparing for BPM intermediate certification

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Learning Objectives

- ✓ Apply intermediate BPM concepts to business processes
- ✓ Analyze end-to-end processes from a business perspective
- ✓ Identify process inefficiencies, risks, and improvement opportunities
- ✓ Understand process architecture and cross-functional integration
- ✓ Apply process performance measurement techniques
- ✓ Support process governance and ownership models
- ✓ Contribute to process redesign and optimization initiatives
- ✓ Prepare for BPM 2 Business Intermediate certification requirements

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Course Outline

✓ DAY 01

BPM Intermediate Concepts and Business Alignment

- ✓ Review of BPM fundamentals
- ✓ BPM maturity and organizational capability
- ✓ Linking business strategy to process design
- ✓ Value chains and end-to-end process thinking
- ✓ Identifying critical business processes
- ✓ Common BPM challenges at the intermediate level

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Course Outline

✓ Day 02

Process Architecture and Analysis

- ✓ Understanding process architecture frameworks
- ✓ Core, management, and support processes
- ✓ Cross-functional and end-to-end process analysis
- ✓ Identifying handoffs, bottlenecks, and redundancies
- ✓ Process documentation standards (business-level view)
- ✓ Analyzing process risks and controls

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Course Outline

✓ Day 03

Process Performance and Measurement

- ✓ Role of performance management in BPM
- ✓ Key process performance indicators (KPIs)
- ✓ Measuring efficiency, effectiveness, and quality
- ✓ Aligning process metrics with business objectives
- ✓ Using data to support process analysis
- ✓ Identifying performance gaps and root causes

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Course Outline

✓ Day 04

Process Improvement and Redesign

- ✓ Process improvement methodologies (overview)
- ✓ Designing future-state processes
- ✓ Eliminating waste and non-value-added activities
- ✓ Managing trade-offs between cost, quality, and speed
- ✓ Stakeholder involvement in process redesign
- ✓ Managing change during process improvement

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Course Outline

✓ Day 05

BPM Governance, Sustainability, and Certification Readiness

- ✓ Process ownership and accountability models
- ✓ BPM governance structures and roles
- ✓ Embedding continuous improvement practices
- ✓ Managing process change and sustainability
- ✓ Common pitfalls in BPM initiatives
- ✓ Case-based BPM application discussion
- ✓ BPM 2 Business Intermediate certification review

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 10, 2027	May 14, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
Aug. 9, 2027	Aug. 13, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
Nov. 2, 2026	Nov. 6, 2026	5 days	4250.00 \$	UAE , Abu Dhabi
March 15, 2027	March 19, 2027	5 days	4250.00 \$	UAE , Dubai

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