



Consulting and Training | Reach New Heights

Course Name

Certified Business Process Professional

Sector Name

Management And Leadership

Document Type

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Certified Business Process Professional

Course Introduction

Business process excellence has become a defining capability for organizations seeking efficiency, agility, customer satisfaction, and sustainable performance. As organizations grow and evolve, they require professionals who can understand, analyze, improve, and manage processes across functional boundaries while ensuring alignment with strategic objectives.

To support the development of these capabilities, **BOOST** offers the **Certified Business Process Professional** course as part of its professional development portfolio. This program is designed for professionals who already possess foundational knowledge of business operations or process concepts and are ready to advance their expertise to a professional, intermediate level. The course focuses on developing the practical and analytical skills required to work effectively with end-to-end processes and contribute meaningfully to business process improvement initiatives.

The course emphasizes a structured, business-oriented approach to process management, covering process analysis, documentation, performance measurement, governance, and continuous improvement. Participants explore how processes support value creation, how inefficiencies and risks emerge, and how well-

designed processes enhance organizational performance and customer experience.

Through structured frameworks, applied examples, and practical discussions, participants strengthen their ability to act as capable business process professionals who can support process initiatives, collaborate with stakeholders, and prepare for professional certification expectations in business process management.

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Target Audience

- ✓ Business process analysts and BPM practitioners
- ✓ Business analysts and systems analysts
- ✓ Operations and quality improvement professionals
- ✓ Process owners and process improvement leads
- ✓ Project managers involved in process initiatives
- ✓ Managers responsible for operational efficiency
- ✓ Professionals seeking professional certification in business process management

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Learning Objectives

- ✓ Understand the role of business processes in organizational performance
- ✓ Apply professional concepts and terminology related to business process management
- ✓ Analyze and document end-to-end business processes
- ✓ Identify process inefficiencies, risks, and improvement opportunities
- ✓ Apply performance measurement concepts to business processes
- ✓ Support process governance and ownership structures
- ✓ Contribute to process improvement and optimization initiatives
- ✓ Prepare for certification-level expectations as a business process professional

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Course Outline

✓ DAY 01

Foundations of Business Process Professional Practice

- ✓ Role of business processes in value creation
- ✓ End-to-end process thinking
- ✓ Core concepts and terminology of business process management
- ✓ Process maturity and organizational capability
- ✓ Linking business strategy to processes
- ✓ Responsibilities of a business process professional

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Course Outline

✓ Day 02

Process Identification, Analysis, and Documentation

- ✓ Identifying core, support, and management processes
- ✓ Defining process scope, boundaries, and stakeholders
- ✓ Analyzing current-state (as-is) processes
- ✓ Identifying bottlenecks, handoffs, and inefficiencies
- ✓ Process documentation standards and techniques
- ✓ Ensuring clarity and consistency in process models

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Course Outline

✓ Day 03

Process Performance and Measurement

- ✓ Importance of measuring process performance
- ✓ Process goals and success criteria
- ✓ Key process performance indicators (KPIs)
- ✓ Measuring efficiency, effectiveness, and quality
- ✓ Using data to identify performance gaps
- ✓ Interpreting process performance results

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Course Outline

✓ Day 04

Process Improvement and Optimization

- ✓ Process improvement principles and approaches
- ✓ Designing future-state (to-be) processes
- ✓ Eliminating non-value-added activities
- ✓ Managing trade-offs between cost, quality, and speed
- ✓ Stakeholder engagement in process change
- ✓ Managing resistance and change impacts

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Course Outline

✓ Day 05

Process Governance, Sustainability, and Certification Readiness

- ✓ Process ownership and accountability
- ✓ Governance structures for business processes
- ✓ Integrating processes with risk and control considerations
- ✓ Sustaining process improvements over time
- ✓ Continuous improvement and process culture
- ✓ Case-based application of professional BPM concepts

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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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