MERCURY

Business Process Management (BPM) Course

8 – 12 February 2027
Nairobi (Kenya)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
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Ref: 15232_1062649 **Date:** 8 – 12 February 2027 **Location:** Nairobi (Kenya) **Fees:** 5300 Euro

Introduction:

Business Process Management BPM is critical in navigating economic challenges and maintaining a strategic advantage. This course provides in-depth insight into managing and overhauling business processes through world-class BPM strategies, particularly during an economic downturn.

Participants in this business process management BPM training will explore the fundamental principles of BPM and learn how to develop strategies and techniques to enable impactful delivery during tumultuous economic periods.

Business processes are the essence of organizational transformation and a key driver of competitive edge. This business process management BPM course elucidates the core concepts of BPM and offers guidance on enhancing performance when facing economic adversity.

Targeted Groups:

- Operations Management, Logistics, and Supply Chain Professionals.
- Those with a limited understanding of Operations Excellence are seeking improvement.
- Individuals aim to achieve greater business efficiency and benefit from effective operations management.
- Leaders and managers are responsible for driving company goals through teamwork.

Course Objectives:

By the end of this business process management BPM training course, participants will:

- Comprehend the essence of BPM and identify opportunities arising during an economic downturn.
- Articulate the components of a BPM strategy.
- Define value in terms of Business Process design.
- Apply appropriate capacity ratios and measures.
- Utilize frameworks and techniques to craft BPM strategies and effectively plan and control manufacturing and service operations, seizing opportunities in an Economic Downturn.
- Enhance BPM by employing proven tools and techniques.
- Achieve sustainable competitive advantage through evidence-based management practices.

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Targeted Competencies:

At the end of this business process management BPM training, participants competencies will:

- Process Analysis and Design.
- Process Improvement and Optimization.
- Strategic Alignment and Integration.
- Performance Measurement and Management.
- Change Management and Adaptation.
- Risk Management and Compliance.
- Technology and Automation Integration.
- Project Management and Execution.
- Stakeholder Engagement and Communication.
- Data Analysis and Decision-Making.

Course Outlines:

Unit 1: Business and Process Management Strategy during an Economic Downturn:

- Principles of Business Operations Performance.
- The Evolution of BPM.
- Capacity Decisions in BPM.
- Varieties of Business Process Design.
- Designing Internal Business Processes.
- Simulation of Business Processes Management.

Unit 2: Business Process Management Design during an Economic Downturn:

- Products, Services, and the Concept of Value during an Economic Downturn.
- Management of the Design Process.
- Business Process Reviews and Value Analysis.
- Technology Transfer Components and Strategies for Change.

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Unit 3: Business Process Management Control:

- Control Theory and Levels of Planning.
- Scheduling, Sequencing, and Theories on Purchasing and Inventory.
- Management of Materials and Enterprise Resources.
- Lean Operations, Agility, and Supply Chain Strategies During Economic Downturns.

Unit 4: Business Process Management Improvement during an Economic Downturn:

- Defining Quality and Quality System Frameworks.
- Organizational Responsibility for Quality - Managing Supplier/Customer Relationships.
- Tools for Measuring Quality: Statistical Process Control and 6 Sigma.
- Programs for Quality Management and Recognition of Quality Excellence.

Unit 5: Business Process Management Implementation:

- Debunking Common Misconceptions of the Business Process Function.
- Developing a Strategy for Business Process Improvement/Structured Approaches.
- Revisiting Performance Objectives for Strategic Advantage.
- Ethical Dimensions of BPM and Ensuring Effective Implementation during an Economic Downturn.