**SEMPRO Danışmanlık, Mühendislik Hizmetleri**

**ve**

**Temsilcilik Ltd. Şti.**

KAP-060

Process Management Course

Outline

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| Used by | SEMPRO |

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1. Course Description and Purpose

The process management course provides techniques for analyzing processes, identifying their inputs, outputs, and activities, clarifying their interactions, and visualizing the processes using maps to make them easier to understand.

1. Course Outline

Business Process Fundamental Concepts

* Business Process
* Core Elements of Business Process
* Process Management
* Process Categories
* Importance of Business Processes

Essential Elements of Process

* Five key elements and other elements
* Process Element Card

Business Process Mapping

* Benefits of Process Mapping
* Types of Process Mapping

Defining Business Processes

* Process Hierarchy
* Process Definition
* Factors to Consider When Defining a Process

Workshop: Defining a Business Process

* Participants are assigned the task of establishing an example business process.

Evaluation of the Training

1. Course Duration
* In-Class: 1 day, 09:00-16:00
* Online: 1 day, 09:00-16:00
1. Who Can Participate
* Managers, project managers and key users who establish process hierarchy and process maps.