



THE UNIVERSITY OF  
MELBOURNE

## BPM PROFESSIONAL EDUCATION

WORLD-LEADING TRAINING ON BUSINESS PROCESS MANAGEMENT  
BY THE UNIVERSITY OF MELBOURNE.



➤ **Executive and technical BPM courses underlined by research and development excellence that intersects IT and business management expertise.**



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The University of Melbourne is a globally-recognised provider of Business Process Management (BPM) training. Our BPM courses are designed to help organisations increase their productivity, along performance dimensions such as efficiency, quality, compliance and risk, by improving business processes from end to end.

We have provided high quality training to more than a thousand practitioners across industry and government sectors, both in Australia and overseas.

We are the authors of the gold standard in BPM textbooks, *Fundamentals of Business Process Management* (Springer, 2018), arguably the most-widely used textbook on the subject, adopted by more than 250 universities and teaching institutions around the world.

We are also the authors of a successful series of Massive Open Online Courses (MOOCs) on BPM, which has attracted over 25,000 participants to date.







# ABOUT US

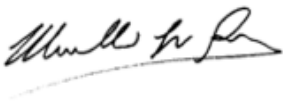
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The University of Melbourne's BPM Professional Education arm is run by internationally-seasoned instructors who have first-class academic and professional experience.

Our teaching material is directly informed by the latest developments in BPM research, including from our own application-oriented research program. Our high-impact research covers different BPM areas, with a strong focus on process mining and business process intelligence.

Similarly, our wide range of courses span the breadth of the BPM discipline, embracing managerial aspects, such as strategic alignment and governance, as well as operational aspects related to the discovery, analysis, redesign, automation and monitoring of business processes.

We also benefit from a wide industry network based in Australia and overseas that fosters industry collaborations designed to promote technology transfer with real-life impact.



**Professor Marcello La Rosa**

Lead Academic, BPM Professional Education  
School of Computing and Information Systems  
The University of Melbourne

# OUR OFFERING

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## We offer a wide range of professional courses.

Our training is designed to improve your BPM capabilities and to use that expertise to increase productivity in your organisation, be that a private, governmental or non-profit organisation.

Strategic courses focus on managerial aspects such as how to set up, run and monitor a BPM program.

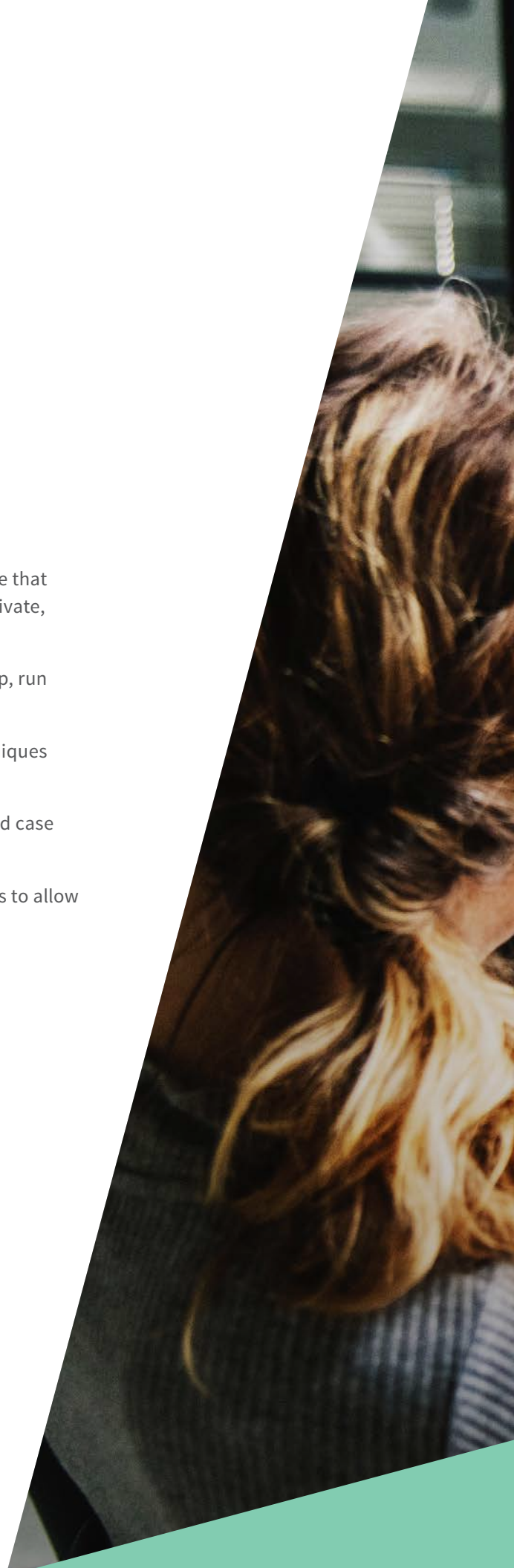
Operational courses explore the nuts and bolts of the various techniques underpinning the BPM lifecycle.

All courses are self-contained and feature a number of examples and case studies, including many from Australia.

All the operational courses are hands-on and include class exercises to allow participants to practice the various techniques presented.

After the completion of each course, you'll receive a certificate of participation from the University of Melbourne.

A certificate of achievement is available if your course is combined with an exam.





## Features

- Highly-qualified, certified and accredited trainers
- Neutral, leading-expert opinions
- Quality training material informed by the latest research developments in BPM
- Hands-on application in class exercises
- Customised course content
- Course completion certificate provided

## Key benefits

- Increase efficiency and productivity
- Enhance customer focus
- Gain competitive advantage
- Accelerate speed to market
- Manage risk and compliance

# STRATEGIC COURSES

## Introduction to Business Process Management (1 day)

This course introduces the core principles and practices of Business Process Management (BPM) and its relationship with other organisational improvement methodologies.

It provides an overview of state-of-the-art techniques and tools along the BPM lifecycle and considers how to select and adopt a customised BPM approach for an organisation based on strategic priorities.

## Enterprise Business Process Management (2 days)

This course provides the strategic skills to foster innovation within your organisation by delivering BPM programs.

Participants will learn the principles underlying BPM and understand the key ingredients to the success of a BPM program, including:

- strategic alignment
- governance
- methods
- technology
- the role of people and organisational culture.

Course work is presented in the context of an overarching BPM maturity model that can be used to concretely assess the progress of the BPM program.

Participants will also learn how to secure internal support for BPM and how to dissolve resistance within the organisation.





# OPERATIONAL COURSES

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## Fundamentals of Business Process Management (5 days)

This course guides participants through the entire BPM lifecycle, from process identification through to process monitoring and mining covering along the way process discovery, process analysis, process redesign and process implementation.

It teaches the fundamental techniques and tools to ensure participants are best placed to run a BPM project from start to finish.

The course completes with an exposition of the aspects related to managing an entire BPM program within an organisation, including critical success factors such as strategic alignment, governance, people and culture.

The course is recognised by the ABPMP (Association of Business Process Management Professionals International) as fulfilling the requirements for their CBPA (Certified Business Process Associate) certification level. Passing the exam will lead to the CBPA certification.



## Business Process Modelling (3 days)

This course focuses on the process discovery phase of the BPM lifecycle.

It offers in-depth coverage of process modelling with the Business Process Model and Notation (BPMN), complemented by an overview of the Decision Model and Notation (DMN) and the Case Management Model and Notation (CMMN) standards for decision modelling and case handling.

It also discusses how to derive process models using a range of process discovery methods (observation, interviews, workshops) and how to create high-quality models.

## Business Process Improvement (3 days)

This course focuses on the process analysis and redesign phases of the BPM lifecycle.

It discusses a range of qualitative and quantitative analysis techniques (such as value-added analysis, waste analysis, flow analysis and simulation) that can be used to identify process-related issues and quantify their impact. Using these insights as input, the course illustrates various approaches to process redesign, covering both transactional approaches for incremental change (such as heuristics process redesign) as well as transformational approaches for radical change (such as process reengineering and process model canvas).



## Lean Six Sigma Green Belt (5 days)

This course follows the body of knowledge for green belt certification by the International Association of Six Sigma Certification (IASSC).

It provides an in-depth exploration of the Lean Six Sigma method at the Green Belt level by covering the Define, Measure, Analyse, Improve, Control (DMAIC) approach for continuous business process improvement. The course presents the principles of lean management and combines them with various statistical analysis techniques originating from Six Sigma, for each step of the DMAIC cycle.

Concepts and techniques are put into practice through examples and supervised exercises deriving from a range of industry domains. The course also illustrates the relationship between Lean Six Sigma and BPM.

## Lean Six Sigma Green Belt for Higher Education (5 days)

This variant of our Lean Six Sigma Green Belt course is specifically designed for the higher education sector. The course addresses the needs of higher education professionals involved in continuous improvement

projects. These include university staff and other tertiary teaching institutions such as university service managers and directors, business analysts and solution architects.

## Business Process Mining (2 days)

This course provides a hands-on introduction to the emerging area of business process mining.

Process mining is a novel approach to business process management, which puts forward a paradigm shift from 'confidence-based' to 'evidence-based' BPM. It consists of techniques and tools to understand the actual behaviour, performance and conformance of business processes achieved by analysing transactional data extracted from common IT systems within organisations. These methods also expose the insights gained to relevant process stakeholders via compelling process analytics.



# COURSES COORDINATES

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## Course type

- All our courses are offered in corporate mode. Corporate courses are catered towards the employees of a given organisation, and are typically delivered on client's premises although different arrangements are possible.
- A selection of our courses is also offered in open mode. These courses are open to everyone and delivered at The University of Melbourne's Parkville campus at regular times during the year. Lists of open courses currently on offer can be viewed at: <https://mspace.unimelb.edu.au/courses/short-courses>

## Course size

- For most courses the minimum size is 10 participants and the maximum size is 25.
- 'Introduction to Business Process Management' can be offered to larger cohorts (up to 50 people)
- 'Lean Six Sigma Green Belt' takes a maximum of 15 participants.

## Delivery schedule

- Courses are typically run as full-day workshops (9am-5pm).
- Delivery modes for corporate courses can be negotiated, such as 2 days per week over multiple weeks.

## Fees and customisation

- Each course attracts a fee of AUD800 + GST per person per day.
- Corporate courses: a 5% discount applies for 15-19 participants and a 10% discount applies for 20 or more participants.
- Open courses: a 5% discount applies for 5 or more participants coming from the same organisation.
- Corporate courses: content can be customised, for example, by incorporating client-specific methodologies, examples or exercises, at an additional cost of 10% of the total course cost.
- The University of Melbourne's current staff and students are entitled to a 25% discount, while the University's alumni are entitled to a 15% discount.

## Certificates, exam and accreditation

- Certificate of Participation from The University of Melbourne for all courses.
- Certificate of Achievement (except for the 'Lean Six Sigma Green Belt' course) when passing a course's exam, at an additional cost of AUD600 + GST per person. The exam is on demand.
- The 'Fundamentals of Business Process Management' course is recognised by the ABPMP (the International Association of BPM Professionals) and fulfils requirements for their CBPA (Certified Business Process Associate) certification level. The CBPA certificate is available on passing our course exam (AUD600 + GST) and attracts an extra cost of USD40 (administration fee) payable directly to the ABPMP.
- The 'Lean Six Sigma Green Belt' course is aligned with and prepares for the Green Belt certification of the IASSC (International Association for Six Sigma Certification). The exam is available online from the IASSC website, on demand, for an extra cost of USD295 payable directly to IASSC.

# OUR EXPERT TRAINERS

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## Professor Marcello La Rosa

- Head of the University of Melbourne's BPM Team and Lead Academic for the BPM Professional Education offering
- Author of the first comprehensive textbook on BPM and of the MOOC series on "Fundamentals of BPM"
- 15 years experience in BPM research and practice
- More than 100 publications on BPM topics
- Regular speaker at BPM events around the world
- Specialises in BPM strategy and governance, process modelling, analysis, improvement, automation and mining



## Dr Artem Polyvyanyy

- Senior Lecturer on BPM
- More than 8 years experience in BPM research and practice
- More than 40 publications on BPM topics
- Specialises in process modelling and verification, analysis and mining





### Dr Raffaele Conforti

- Lecturer on BPM
- More than 5 years experience in BPM research and practice
- More than 20 publications on BPM topics
- Specialises in process modelling, automation and mining, and on risk-aware BPM



### Mr Patrice Moutou

- Certified Six Sigma Master Black Belt
- More than 15 years experience in delivering Lean Six Sigma projects and courses in Australia and overseas
- Industries covered: financial services, manufacturing, gaming, hospitality, textile, oil and gas, higher education
- Specialises in process analysis, improvement, Lean Six Sigma and change management

# WHAT THEY SAY ABOUT US

*“Really enjoyed the content, looking forward to seeing it come to life at my organisation” – July 2018*

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*“Very engaging presentation and very useful and meaningful content - thank you” – July 2018*

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*“Thank you. Extremely well presented, relevant and engaging”  
- July 2018*

*“The presenter was helpful and approachable and introduced the material in an interesting and easy-to-follow manner.” – July 2018*

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*“Great use of examples and exercises is very helpful” – July 2018*

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*“Very thorough course. Has great concepts to apply in the workplace.”  
– May 2017*









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## Contact us

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