



LEADERSHIP AND MANAGEMENT

Business Process Analysis & Modelling

Course code: LM-020

SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

Efficient business processes are essential for improving productivity, reducing costs, enhancing customer experience, and supporting organizational growth. Business process analysis and modelling help organizations understand how work is performed, identify inefficiencies, and redesign processes for better results. This course provides participants with practical tools to analyze workflows, build process models using industry techniques, and drive continuous improvement initiatives.

Why Attend

This course uses an interactive and practical approach through presentations, case studies, modelling workshops, group discussions, software exercises, practical mapping sessions, and real workplace examples.

Who Should Attend

Business Analysts
Process Improvement Professionals
Operations Managers
Project Managers
Quality Professionals
Change Management Teams
Anyone involved in workflow improvement and

— Learning Objectives

- Understand the principles of business process analysis
- Identify different process types and organizational workflows
- Use BPMN to model business processes clearly
- Apply advanced BPMN techniques for complex processes
- Build IDEF0 diagrams for structured analysis
- Use process models to identify improvement opportunities
- Compare modelling tools and select the right approach
- Support process redesign and operational excellence

— Course Outline

DAY 1

Foundations of Business Processes

- Definition of business processes and related terminology
- Main categories of business processes
- Process hierarchy across organizations
- Stages of business process analysis
- Core concepts of process modelling
- Overview of common tools and techniques
- Recognising process pain points and inefficiencies

DAY 2

Modelling Processes Using BPMN

- Introduction to Business Process Model and Notation (BPMN)
- Understanding BPMN symbols and core elements
- Flow objects and connecting objects
- Swimlanes for roles and responsibilities
- Modelling events and triggers
- Branching and joining logic in workflows
- Common business process patterns
- Activity: Create process diagrams using BPMN tools

DAY 3

Advanced BPMN Techniques

- Extended BPMN elements and advanced notation
- Modelling sub-processes and reusable activities
- Using pools and lanes to represent participants
- Message flows versus sequence and default flows
- Handling exceptions and alternative paths
- Using activity attributes effectively
- Activity: Develop complex workflow models

DAY 4

Modelling Processes Using IDEF0

- Relationship between organizational structure and processes
- Business process classification frameworks
- Introduction to IDEF0 modelling methodology
- Modelling activities, controls, inputs, and outputs

- Building Context and Top-Level diagrams
- Creating decomposition and child diagrams
- Using glossaries and data dictionaries
- Activity: Practice creating IDEF0 diagrams

DAY

5

Improving Processes Through Modelling

- Capturing business knowledge from stakeholders
- Using models to identify improvement opportunities
- Applying As-Is and To-Be modelling methods
- Representing future improvements visually
- Best practices for implementing redesigned processes
- Choosing the right modelling tool for business needs
- Final workshop: Process improvement action plan

— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Kuala Lumpur - Malaysia	€1,400
12 - 16 October 2026	London - United Kingdom	€1,925
9 - 13 November 2026	Munich - Germany	€2,125
16 - 20 November 2026	Amsterdam - Netherlands	€2,100
7 - 11 December 2026	London - United Kingdom	€2,125
14 - 18 December 2026	Istanbul - Türkiye	€1,925
21 - 25 December 2026	Frankfurt - Germany	€1,925
4 - 8 January 2027	Frankfurt - Germany	€1,625

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.