

“We don’t want 5 process analysts, we want 5,000. How can we create an environment where everyone, every day is looking for, and finding, process improvements?”

World Class BPM training delivered & supported in Australia

**Improved performance for your organisation.
Enhanced career prospects for you.**

We take you beyond learning to build BPM capabilities. Our focus is on assisting you to improve organisational performance by documenting, analysing, improving and managing business processes. Using these process management capabilities you can quickly realise and sustain performance improvements.

An extract from our BPM credo*:

- The only way organisations deliver value to anyone is via business processes.
- BPM is not a project, it's a management philosophy.
- Every organisational transformation project is about changing processes.
- Effective process management is everybody's business.
- Another name for processes that don't actively support strategic objectives is waste.
- It is not useful to replace functional silos with process tunnels.
- Cross-functional process performance must be measured.
- People are not graphic objects in process models.
- BPM is not a piece of technology. BPM and BPM Systems are not the same thing.
- Process changes must work in practice as well as in theory.

* This credo extract comes from a paper written by one of our Consulting Directors, Roger Tregear and the international BPM thought leader Andrew Spanyi. The paper is titled "All I Really Need to Know About BPM I Learned in Kindergarten". If you would like Roger to send you a copy email him at r.tregear@leonardo.com.au.

Many agree with this BPM credo but are unsure where to start. Leonardo Education is the place to start. Our BPM training and support give you both the theoretical and experiential knowledge you need to develop and use BPM capabilities in your workplace.



Leonardo Education BPM CURRICULUM

The Leonardo Education Curriculum has been carefully designed to develop all of the required capabilities for effective process-based management. There are 13 world class courses in our comprehensive BPM curriculum. They are delivered in Australia and New Zealand by experienced consultant practitioners who understand the local environment. The Leonardo BPM Capability Development Program can be delivered as a complete program or customised to selected elements. The choice is yours.

Laying A Solid Foundation Our considerable success in the field of BPM education in Australia and New Zealand meant that we had options to present just about any BPM training program on offer around the world. Without hesitation, we chose to partner with BPTrends Associates. The BPTrends Associates programs includes the following courses:

BP TRENDS ASSOCIATES FOUNDATION COURSES

BPTrends Associates BPM Professional Certificate

BPTA 101: Principles of Business Process Management

BPTA 102: Introduction to Business Process Modelling Analysis & Design

BPTA 103: Information Gathering & Facilitation for Business Process

BPTrends Associates BPM Advanced Professional Certificate

BPTA 201: Advanced Techniques for Business Process Modelling, Analysis and Design

BPTA 202: Managing a Business Process Project

BPTrends Associates BPM Enterprise Certificate

BPTA 301: Architecting and Managing a Process-Centric Organisation"



BPTrends Associates is a global leader in BPM education. The BPTrends BPM Methodology is a comprehensive, integrated approach to BPM. It is based on the practical experience of BPTrends Associates' principals and founders, Roger Burlton and Paul Harmon, two of the most respected thought leaders in the BPM community. BPTrends (www.bptrends.com) is the most comprehensive and trusted source of business intelligence in BPM.

Plugging In Additional Expertise

Building on the foundational courses, seven other courses 'plug in' to the consistent overall methodology and deal with particular issues in the 'process of process'.

LEONARDO EDUCATION PLUG IN COURSES

Leonardo Optimising Process Program

LED 01: Improving Processes

LED 02: Measuring Processes

Queensland University of Technology Process Program

LQ 01: BPM Notation

LQ 02: Principles of Service Oriented Architecture (SOA)

LQ 03: Business Process Automation

LQ 04: Introduction to Six Sigma

LQ 05: BPM Maturity

" professional, enthusiastic and engaging – made the course a real pleasure "

" knowledgeable, relaxed style that is conducive to achieving learning outcomes "

" thank you for providing a great education experience in dealing with BPM "

EARN CREDIT TOWARDS MASTER OF BPM DEGREE

Complete the BPM Professional Certificate Program and earn credit points towards formal qualifications at Australian universities. Ask us how this works.

Leonardo Education goes beyond learning. We work with you to build internally self-sustaining BPM capabilities.

After the classroom – implementing the learning

Leonardo Education delivers an integrated and comprehensive BPM training curriculum AND we work with you beyond the classroom to develop your personal and organisational BPM capabilities. A Leonardo BPM Capability Development Program can include classroom training as well as coaching, consulting, reviews and briefings. Beyond the classroom, our on-going support can be onsite with you or remote via audio/video connections. We build your BPM capabilities to be internally self-sustaining.



BPM Course Characteristics

Leonardo BPM Training provides you with a solid foundation on which to build sustainable internal BPM capability. Design a tailored program that matches your requirements from the comprehensive curriculum of 14 courses and 150 training hours. Leonardo BPM Training courses have these important characteristics:

A practical and pragmatic approach is used to ensure students both hear the **theory and practice** its use in realistic case study exercises

Students are tutored to use **leading-edge tools and techniques** lateral assessment, pragmatic planning, analytical and creative thinking – these traits of process improvement and management are the focus of our courses

Not simply courses of instruction, these are **interactive programs** integrating leading edge theory with practical tools and using real world exercises and case studies

Students take away tools and techniques that can be **applied immediately**.

BPM Capability Development Program

Tailored BPM capability programs allow us to understand and manage our processes better.

Working better means better performance, lower cost and happy customers.

BPM enables continuous improvement by allowing us to understand processes and flush out problems.

Of course it's not just about doing training. The requirement is to learn the theory, tools and techniques and then to put them into practice. We do process improvement and management to improve organisational performance. BPM training is fun and fascinating but we must make the transition from the classroom to the real world. We must turn our learnings into behaviours and practical projects that deliver real benefits. Leonardo Education takes you beyond learning and works with you to build BPM capability. The BPM Capability Development Program provides a comprehensive roadmap for the creation and management of a process-centric organisation. Multiple entry points allow the roadmap to be used by organisations at all levels of BPM maturity.