
Process Architecture and BPMN Modelling for Process Owners Training Course

5 – 9 September 2027
Kuala Lumpur





Process Architecture and BPMN Modelling for Process Owners Training Course

Ref: 44_11965 **Date:** 5 – 9 September 2027 **Location:** Kuala Lumpur **Fees:** 4000 GBP

Programme Summary

Process architecture and BPMN modelling for process owners is a one-week training course for senior leaders at strategic level, culminating in a process architecture and improvement blueprint for one value stream. Many organisations hold hundreds of process diagrams yet still cannot say who owns each process, how it performs or where it breaks down. The approach builds a layered process architecture, models priority processes in BPMN 2.0, and analyses their performance with event data before any redesign. Mars Training Centre UK delivers this programme in process architecture and BPMN modelling.

The Business Case

Without a shared process architecture, improvement effort is spread across disconnected projects and accountability for end-to-end results is unclear. A governed model of how work flows lets leaders target the processes that matter most and base redesign on evidence rather than opinion.

- End-to-End Process Performance: Improves as cycle time, rework and cost are measured per process and owned by a named leader.
- Transformation and System Implementation Risk: Falls when requirements rest on validated process models.
- Conformance and Control: Strengthens when actual execution is compared with the designed process.

Principles and Evidence Base

- BPMN 2.0 ISO/IEC 19510:2013: Provides the notation for modelling events, activities, gateways, pools and lanes in Sessions 2 and 3.
- APQC Process Classification Framework: Offers a reference taxonomy for structuring the level 1 to level 4 process architecture in Session 1.
- Process Mining: Uses event logs from operational systems for process discovery and conformance checking in Session 4.
- Root Cause Analysis: Links performance gaps to their causes before redesign in Session 4.

Intended Participants

- Leaders appointed as owners of end-to-end processes and accountable for their results.
- Heads of business excellence and process offices who maintain the enterprise process model.
- Transformation and ERP programme sponsors who need processes defined before systems are built.
- Operations directors who must explain variation and delay to executive committees.

The programme serves banking and insurance, government services, utilities and healthcare.



Learning Outcomes

1. Participants will be able to construct a layered process architecture with clear ownership for each process.
2. Participants will be able to model a priority process in BPMN 2.0 at the level of detail its purpose requires.
3. Participants will be able to evaluate process performance using indicators and event log data.
4. Participants will be able to diagnose the root causes of delay, rework and deviation from the designed process.
5. Participants will be able to design a future-state process and justify it against measured gaps.
6. Participants will be able to establish governance for a process model repository.

Programme Structure

Day 1: Process Architecture and Ownership

How is an organisation's work organised into processes that someone owns?

- Value Chain and Process Landscape Design
- APQC Process Classification Framework as a Reference
- Level 1 to Level 4 Process Decomposition
- Process Owner Role and Accountability Charter
- Process Architecture Gap Assessment

Day 2: BPMN Modelling Essentials

How are processes modelled so that business and technical teams read them the same way?

- BPMN 2.0 Events, Activities and Gateways
- Pools, Lanes and Message Flows
- Choosing Model Detail by Purpose and Audience
- Modelling Conventions and Style Guide
- As-Is Model Validation With Process Participants

Day 3: Process Performance Analysis

How well does each process perform, and where does it lose time and value?

- Process Performance Indicators and Targets
- Cycle Time, Waiting Time and Rework Analysis
- Handoff and Interface Analysis Across Lanes
- Simulation of Process Scenarios
- Customer Journey and Process Alignment



Day 4: Process Mining and Root Cause Diagnosis

What does system data reveal about how processes really run?

- Event Log Requirements and Data Preparation
- Process Discovery From Event Logs
- Conformance Checking Against the BPMN Model
- Variant and Bottleneck Analysis
- Root Cause Analysis of Performance Gaps

Day 5: Applying Process Architecture and BPMN Modelling

How are architecture, models and analysis combined into a blueprint for change?

- Positioning a Participant Process in the Architecture
- Future-State BPMN Model Design
- Process Model Repository Governance and Change Control
- Peer Review of Redesign Proposals
- Process Architecture and Improvement Blueprint Presentation

Methodology

The programme combines structured modelling exercises with data workshops. Participants model processes from their own organisations, analyse sample event logs to compare designed and actual behaviour, and have each result reviewed by peers acting as owners and auditors.

- Suggested activity: Decomposing a procure-to-pay value stream into a four-level architecture.
- Suggested activity: Modelling a claims handling process in BPMN 2.0 and validating it with peers.
- Suggested activity: Running conformance checking on a hospital admissions event log.

Capstone Output

Each participant completes a process architecture and improvement blueprint for one value stream. It contains the architecture map and ownership charter, as-is and future-state BPMN models, performance and conformance findings, root causes, and repository governance rules, ready for review by the transformation or excellence committee.

Frequently Asked Questions

Is process architecture and BPMN modelling suitable for senior leaders who do not draw models themselves?

Yes. It is designed for process owners and excellence leaders who commission, review and approve models. It assumes management experience but no prior BPMN training.



Which standards underpin process architecture and BPMN modelling in this programme?

It rests on BPMN 2.0 as published in ISO/IEC 19510:2013, the APQC Process Classification Framework as a reference architecture, process mining techniques and root cause analysis.

How is the process architecture and improvement blueprint used at work?

It gives you an agreed map of one value stream with named owners, validated models and measured gaps, ready to brief system teams and launch targeted improvement.

How does BPMN process modelling differ from procedure simplification?

It concentrates on structuring and modelling processes and analysing their performance with data, while procedure simplification courses focus on removing approvals, forms and administrative steps.