CONCEPT

Business Process Re-engineering and Process Mapping with SIPOC and BPMN



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Technical depth: Practitioner · **Practical mode:** Lab

Introduction

Processes that grow by accretion accumulate handoffs, approvals and rework that no single department owns. Attempts to fix them often start with software or restructuring before anyone has an accurate picture of how work actually flows. This course gives process professionals a disciplined route from scoping with SIPOC, through standard BPMN modelling, to redesign, simulation and a business case. Participants build models hands on in a process modelling tool and leave with a Process Redesign Pack for an end-to-end process in their own organisation.

Course Objectives

- Scope an end-to-end process with SIPOC and place it within a process architecture based on the APQC PCF
- Model as-is processes in BPMN 2.0 that stakeholders from business and technology can both read
- Analyse handoffs, roles, cost and cycle time to locate the causes of delay and rework
- Redesign processes using re-engineering heuristics and test the to-be design through simulation
- Identify control, risk and automation implications of a redesigned process
- Present a Process Redesign Pack with a business case and implementation roadmap

Target Audience

- Business and process analysts responsible for documenting and improving workflows
- Quality and excellence officers maintaining process documentation for management systems
- Operations specialists responsible for cross-departmental service or fulfilment processes
- Digital transformation team members preparing processes for system implementation
- Internal control and risk officers reviewing process design

Course Outline

Day 1: Process Thinking and the Case for Re-engineering

- Hammer and Champy Re-engineering Principles Versus Incremental Improvement
- Process Architecture Using the APQC Process Classification Framework 7.4
- ISO 9001:2026 Clause 4.4 Process Approach Requirements
- BPM Life Cycle in the ABPMP BPM CBOK Version 4
- Process Performance Baseline: Cost, Time and Quality Metrics

Day 2: Mapping Standards and Notations

- SIPOC Diagram Construction and Scope Boundaries
- ISO/IEC 19510 BPMN Core Elements: Events, Activities and Gateways
- BPMN Pools, Lanes and Message Flows for Cross-Functional Processes
- Swimlane Flowcharts Versus Value Stream Maps: Choosing the Notation
- OMG DMN Decision Tables for Business Rules

Day 3: As-Is Modelling in the Lab

- Process Discovery Workshop Facilitation Template
- As-Is BPMN Model Build in Bizagi Modeler or Camunda Modeler
- RACI Matrix for Process Roles and Handoffs
- Pain-Point Log and Handoff Analysis
- Activity-Based Costing of Process Steps

Day 4: Redesign, Simulation and Process Risk

- Redesign Heuristics: Eliminate, Combine, Parallelise and Automate
- To-Be Process Simulation for Cycle-Time and Resource Scenarios
- Process Mining Conformance Checking on Event Logs
- Risk and Control Matrix for Redesigned Workflows
- Automation Candidate Screening for RPA and Workflow Engines

Day 5: Lab Work and the Process Redesign Pack

- Procure-to-Pay Process Redesign Lab Exercise
- Customer Onboarding Process Redesign Lab Exercise
- To-Be BPMN Model Validation Against Modelling Conventions
- Redesign Business Case and Implementation Roadmap
- Peer Walkthrough and Process Redesign Pack Defence

Skills You Will Gain

- Process Architecture
- Process Scoping
- BPMN Modelling
- Business Rules Modelling
- Process Cost Analysis
- Process Simulation
- Process Control Design
- Redesign Business Case Development

Why Attend This Course

- Leave with a Process Redesign Pack for one of your organisation's end-to-end processes, reviewed by peers
- Produce BPMN models that system implementers and business owners interpret the same way
- Justify redesign choices with cycle-time, cost and simulation evidence rather than preference
- Compare redesign approaches with analysts from finance, logistics, health and public service processes

Conclusion

Re-engineering succeeds when redesign rests on an accurate, shared model of how work really flows and on evidence of what the new design will achieve. This course moves from process architecture and baselines, through SIPOC and BPMN modelling standards, to hands-on as-is modelling, redesign, simulation and control design. The final day produces a Process Redesign Pack for each participant, and Core Concept participants return able to take one end-to-end process from documentation to an approved redesign.