

BUSINESS PROCESS MANAGEMENT



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FROM PROCESS MAPPING TO OPERATIONAL EXCELLENCE

Bangun proses bisnis yang terstruktur, terukur,
dan berorientasi pada perbaikan berkelanjutan

IS YOUR ORGANIZATION FACING THESE CHALLENGES?

- PROCESS GAPS
- SOP ≠ ACTUAL PRACTICE
- PEOPLE-DEPENDENT PROCESS
- IMPROVEMENT WITHOUT A CLEAR MAP



DON'T JUST DOCUMENT THE PROCESS. DESIGN IT TO PERFORM.

Manajemen Proses Bisnis membantu mengubah proses yang **terfragmentasi** menjadi **terstruktur, terukur, dan dijalankan secara konsisten**.

WHAT WILL YOU LEARN?



PROCESS MAPPING

Bangun hirarki proses bisnis yang struktural.



PROCESS MEASUREMENT

Ukur efektivitas proses, identifikasi dan perbaikan.



PROCESS IMPROVEMENT

Pendekatan melalui value analisis dan stream mapping serta process balancing.



SOP DEVELOPMENT

Akselerasi proses bisnis menjadi SOP yang jelas.



WORKING INSTRUCTION

Susun instruksi kerja dalam pelaksanaan secara efektif.

2 DAY PROCESS TRANSFORMATION JOURNEY

DAY 1 – MAP & MEASURE

► BUSINESS PROCESS MANAGEMENT FUNDAMENTALS

- Introduction to BPM
- Business Process Maturity
- Why BPM Fails
- BPM Framework

► BUILD YOUR PROCESS ARCHITECTURE

- Process Hierarchy
- Process Mapping: Level 0–3
- High-Level Business Process
- Hands-on Process Mapping

OUTPUT : YOUR BUSINESS PROCESS MAP

DAY 2 – IMPROVE & STANDARDIZE

► IMPROVE YOUR BUSINESS PROCESS

- Process Measurement
- Value Stream Mapping
- Value Analysis
- Process Balancing

OUTPUT : PROCESS IMPROVEMENT OPPORTUNITIES

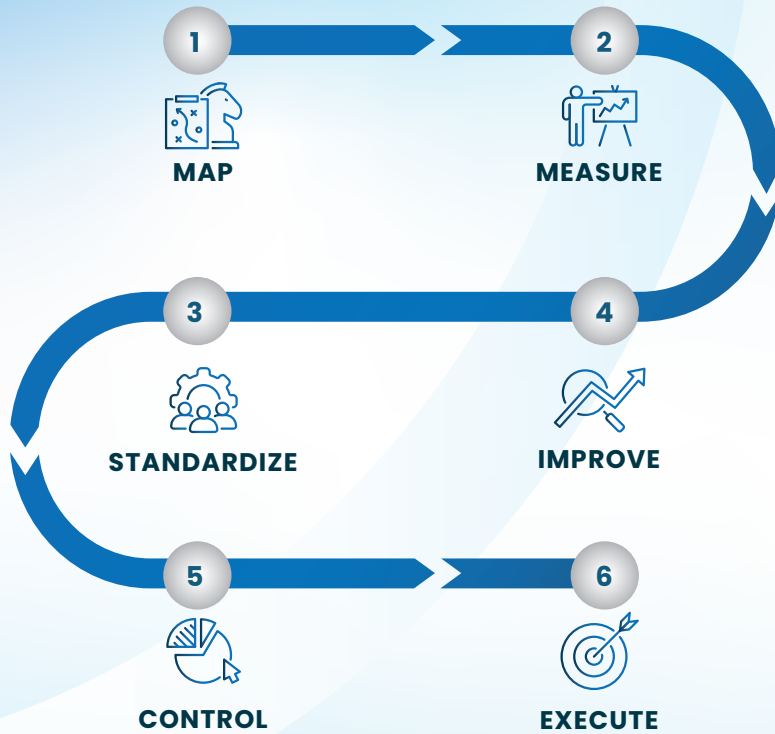
► STANDARDIZE FOR CONSISTENT EXECUTION

- Developing SOP
- Hands-on Dev. Exercise
- Developing Working Instructions
- Process Control Management

OUTPUT : SOP & WORKING INSTRUCTION

THE BPM JOURNEY

Better Process. Better Performance. Better Execution.



WHY THIS PROGRAM?



EXPERIENTIAL

Hands-on exercises, not only concepts.



PRACTICAL

Learn tools that can be applied in your organization.



STRUCTURED

Build processes progressively from architecture to SOP.



EXECUTION-FOCUSED

Turn process design into consistent execution.

EXPECTED OUTCOMES

- Understand business process challenges and maturity
- Develop a structured Business Process Hierarchy
- Create clear and communicative Process Maps
- Measure and identify opportunities for Process Improvement
- Apply practical process improvement methods
- Develop structured SOP & Working Instructions
- Establish better Process Control
- Use process mapping as a foundation for continuous improvement

TAKEAWAY PARTICIPANTS

- Membership Platform
- AI-Assistance Business Process by Qubisa
- Certificate of Completion
- Akses 10.000 Qubisa Learning Content

WHO SHOULD ATTEND?

- Business Leaders
- Operational Excellence Professionals
- Functional Leaders
- Anyone responsible for improving business processes & SOP

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