



LEADERSHIP AND MANAGEMENT DEVELOPMENT

Business Process Management and Redesign

3 day course

Classroom, online or in-house

Course overview

Processes are inherited rather than designed, growing a step at a time as exceptions were handled and controls added, until nobody can say why a form exists or who reads it. This course covers redesigning them deliberately. Delegates work through process identification and the architecture that shows how work actually crosses an organisation, modelling a process to a standard others can read, and measuring cycle time, cost and quality before proposing anything. Redesign follows: eliminating steps, removing handoffs, and challenging controls that cost more than the risk they address. Automation is placed correctly, after redesign rather than instead of it. Ownership and governance are covered, since a process without an owner decays. The course closes on implementation and on measuring the change.

What you will learn

- Build a process architecture showing how work crosses the organisation
- Model a process so others can read and challenge it
- Measure cycle time, cost and quality before proposing change
- Eliminate steps and handoffs rather than accelerating them
- Challenge controls that cost more than the risk they address
- Place automation after redesign rather than instead of it
- Assign process ownership and governance that prevents decay

Who should attend

- Process owners and business analysts
- Operations and shared service managers
- Improvement and transformation staff
- Systems staff automating processes
- Internal auditors reviewing process controls

Course outline

- 01 Processes nobody designed
- 02 Process architecture and identification
- 03 Modelling to a readable standard
- 04 Measuring before proposing
- 05 Eliminating steps and handoffs
- 06 Challenging disproportionate controls
- 07 Where automation belongs
- 08 Ownership, governance and implementation

Upcoming dates

Dates	Venue	Format	Fee per delegate
23 to 25 November 2026	Kampala, Uganda	Classroom	USD 995
30 December 2026 to 1 January 2027	Gaborone, Botswana	Classroom	R14,950
25 to 27 January 2027	Online	Online	R6,500
1 to 3 February 2027	Cape Town, South Africa	Classroom	R14,950



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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