

Process Analysis and Improvement

 **2 Days**

Program Overview

The aim of this training is to inform all the attendees about process analysis and modeling concepts, to give information about process modeling representations, and to introduce process management and quality management concepts. Basic concepts of measurement and analysis will be explained by using practical examples. Case studies will be examined to provide the attendee with the capability to create a process model for any of his/her expertise areas and to point out improvement opportunities.



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Who should attend?

- Software Project Managers
- Software Development Engineers
- Software Verification Engineers
- Software Quality Engineers
- Software Configuration Management Specialists

What will you learn?

- Process-oriented work approaches
- Process analysis approaches
- Process modelling
- Process improvement approaches
- Basic measurement concepts

Structure and Content

- What is the Process?
- Process Analysis Approaches – Correct Questions
- Process Modelling Concepts and Techniques
- Which Representation: BPMN, UML, IDEF?
- Process Architecture – Process Map
- Role-Based Process Modelling
- Process Management
- Quality Management and Process Improvement
- Process Improvement Models
- “You Can’t Improve What You Can’t Measure”- Measurement and Analysis
- CMMI, ISO 15504, ISO 9001 Improvement Perspectives
- Process Analysis and Modelling Classwork
- Process Improvement Case Studies



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