Introduction to process management, modelling and improvement

Course code: PROC

This course will provide you with a practical comprehensive basic insight that focuses on the tools in the processes and the good functioning of the people in them. Every organization has different needs, so for each topic in the course, space is created to answer what you have set up in your organization's processes in a healthy way, what is missing and would be useful to add, or what is already holding things back from running smoothly. You will discern what is part of the natural evolution of your type and size of organization and what changes can be made to help move things forward. You will gain basic insight into seven areas directly related to well-functioning processes in an organization. This will allow you to see your organization's processes and needs from a different perspective - what needs to be described and how (process modeling) and what can be changed and in what ways (process optimization). It will enable you to see what is crucial for processes and their good functioning in your organisation right now.

Affiliate	Duration	Course price	ITB
Praha	2	16 600 Kč	0
Brno	2	16 600 Kč	0
Bratislava	2	720 €	0

The prices are without VAT.

Course terms

Date	Duration	Course price	Type	Course language	Location
18.02.2026	2	16 600 Kč	Presence	CZ/SK	GOPAS Praha
07.04.2026	2	720 €	Presence	CZ/SK	GOPAS Bratislava
01.06.2026	2	16 600 Kč	Presence	CZ/SK	GOPAS Praha

The prices are without VAT.

Who is the course for

- Process Owners
- Managers
- Project Managers
- Process Specialists

What we teach you

You will gain knowledge and skills to:
- Understand the connections between key topics in the organization and functioning processes and know how to see and connect them in practice
- Understand when and in what settings processes are useful, what is redundant, premature, or what already needs to be implemented
- Gain an overview of basic methods of describing (modeling) processes and be clear in deciding which modeling methods are appropriate in specific cases
- Gain a basic overview of process optimization methods and how to go through process changes in practically proven steps
- Clarify what to focus on when considering process changes and what not to forget so that new processes can be beneficial and used in the long term

Course outline

Basic introduction to process management in an organization
- Basic process language used

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- Process status and development stage of the organization - healthy and natural or for change

Compliance with the organization's strategy
- Types of strategies and reason for them
- Strategic goals and connection with processes
- Process goals

Process modeling
- Roles in the process
- Documentation needs - when and what in writing, what is not needed
- Work instructions
- Process model
- Process map
- Basic requirements of process documentationTypes of strategiesand reasons for them

Customer orientation
- Customer of the process
- Voice of the customer

Process improvement
- Principles for the procedure for improving processes
- How to look at processes
- Waste in processes
- Limiting the throughput of the process
- Evaluating ideas for implementation
- Basic guide to the most frequently used improvement tools in practice
- When is it appropriate to use a specific tool and what can it bring

Change management
- Emotions, mind and behavior during change
- What for don't forget for successful implementation and maintenance of change, recommended steps
- Communication for implementing change with minimizing resistance

Competency management
- Identification of competencies and development plans

Corporate culture
- Types of corporate culture and the culture of your organization
- The influence of culture on processes and events in the organization
- Process framework