



BUSINESS PROCESS MODELING

2-Day Practical Course

UNDERSTAND • MODEL • REFINE • COMMUNICATE

Learn how to model business processes clearly and consistently — from enterprise context and process boundaries to detailed process maps, alternate paths and completeness checks.

To harness the work done in organizations and increase productivity, it is essential to understand how to model business processes. This course explores the need for process modeling, how process modeling fits within the broader framework of Business Process Management, the essential steps to process modeling, and the critical success factors that make the effort successful.

“A process model is not just a picture of how work happens. It is a shared way to understand, communicate and improve how the organization creates value.”

Professional skills, made practical.

Course at a glance

Element	Details
Duration	2 days
Focus	Business Process Modeling and its role within Business Process Management
Approach	Concepts + guided modeling exercises + practical process mapping
Core outcome	Create clear, consistent and communicable business process models
Key perspectives	Enterprise context → Process context → Process details → Refinement → Completeness
Delivery	Live online • Classroom • Corporate / team workshop
Audience	Business analysts, process analysts, process owners, product/project professionals, systems professionals and practitioners involved in documenting or improving business processes

Why learn Business Process Modeling?

Organizations often know that work gets done, but not always how the work actually flows across people, teams, systems and decisions. Process modeling provides a structured way to make that work visible. It helps teams establish boundaries, understand dependencies, communicate a common view and identify variations in how work is performed.

THE PRACTICAL VALUE

Good process models create a common language between the people who perform the work, the people who manage it and the people who design or improve the systems that support it.

What you will learn

- Why organizations model processes and how process modeling contributes to Business Process Management.
- How to identify the right process boundaries before starting detailed modeling.
- How to select and use different types of process models for different purposes.
- How to model enterprise context using hierarchy diagrams, value chain diagrams and value chain matrices.
- How to prepare and conduct a process modeling session with clear roles and responsibilities.
- How to use scope diagrams and SIPOC diagrams to establish process context.
- How to create process maps with swim lanes, primary paths and alternate paths.

- How to identify common mapping problems and refine the level of detail.
- How to support process details with text where a diagram alone is not sufficient.
- How to confirm process completeness using interaction/state views and CRUD matrices.

Learning objectives

At the end of this course, participants will be able to:

You will be able to...	What this means in practice
Identify and describe the purpose and benefits of various Business Process Models.	Choose a model based on the question it needs to answer and the audience that will use it.
Describe the importance of setting process boundaries.	Define a productive scope before detailed mapping begins.
Create clear and consistent process models.	Build models that communicate how work flows and where decisions or variations occur.
Leverage different process-modeling notations.	Select and apply an appropriate notation for the modeling situation.
Understand how to model the enterprise.	Use hierarchy diagrams, value diagrams and value chain matrices to establish context.
Use process maps to discover, document and communicate processes.	Make the actual flow of work visible to stakeholders.
Develop primary and alternate paths.	Represent normal flow as well as variations and alternative outcomes.

The learning journey

1. Context	2. Scope	3. Model	4. Refine	5. Confirm
Understand the enterprise and value context.	Set boundaries and prepare the modeling session.	Build process details and paths.	Correct mapping problems and choose the right level of detail.	Check completeness through interaction and CRUD views.

Day 1 — From enterprise context to process context

Module	Topics	Practical emphasis
1. Business Process Modeling Overview	Process modeling overview; list of process models; process modeling steps; process definitions.	Understand why different models exist and how the modeling journey progresses from definition to communication.
2. Model Enterprise Context	Hierarchy diagram; decomposition techniques, rules and levels; value chain diagram; value chain matrix.	Move from a broad enterprise view toward a useful process context without losing the relationship to organizational value.
3. Model Process Context	Prepare for process modeling session; session roles and responsibilities; scope diagram; SIPOC diagram; variation list.	Define boundaries, stakeholders, inputs, outputs and variations before attempting detailed process mapping.

Day 1 practical workshop

- Select a representative business process or case study.
- Define the process and its purpose.
- Identify the enterprise context and relevant decomposition level.
- Create a hierarchy view of the process area.
- Identify the value chain and key value relationships.
- Define process boundaries using a scope diagram.
- Build a SIPOC view.
- Capture known process variations.

DAY 1 TAKEAWAY

Before drawing the detailed process, participants learn to answer: What process are we modeling? Where does it start and end? Why does it exist? Who interacts with it? What variations matter?

Day 2 — Model, refine and confirm process details

Module	Topics	Practical emphasis
4. Model Process Details	Process notation; swim lanes; process maps with primary and alternate paths; handling alternative paths and variations.	Translate process understanding into clear process maps that show activities, responsibilities, decisions and variations.
5. Refine Process Models	Common mapping problems and corrections; determining the level of detail; supporting process details in text.	Review a model critically, remove unnecessary complexity and add detail where it improves understanding.
6. Confirm Process Completeness	State chart (interaction) diagram; interaction matrix (CRUD).	Use complementary views to identify missing interactions, data operations or process states.

Day 2 practical workshop

- Create a process map for the selected case.
- Introduce swim lanes to make roles and responsibilities visible.
- Model the primary path.
- Identify and model alternate paths and variations.
- Review the model for common mapping problems.
- Determine whether more or less detail is needed.
- Use supporting text where the diagram cannot efficiently communicate the detail.
- Use an interaction/state view and CRUD matrix to challenge completeness.
- Present the final process model to the group and explain the modeling choices.

DAY 2 TAKEAWAY

The objective is not to create the most detailed diagram. It is to create the clearest model that answers the business question and can be understood by the people who need to use it.

Business Process Modeling toolkit

Model / technique	Primary purpose
Hierarchy diagram	Understand process or enterprise decomposition and levels.
Value chain diagram	Understand how major activities contribute to value creation.
Value chain matrix	Relate value activities and organizational/process context.
Scope diagram	Establish process boundaries and the context around the process.
SIPOC diagram	Frame suppliers, inputs, process, outputs and customers.
Variation list	Capture known variations that may affect the process.
Process map	Communicate the flow of activities and decisions.
Swim lanes	Make roles, responsibilities and hand-offs visible.
Primary / alternate paths	Represent the normal flow and meaningful variations.
State chart / interaction diagram	Examine interactions and state-related completeness.
CRUD / interaction matrix	Check how processes interact with data or information.

A disciplined modeling approach

The course uses a progressive approach: start with context, establish boundaries, understand the process, model the detail, refine what has been created and then confirm completeness. This prevents the common tendency to begin with detailed flowcharts before the team has agreed on what is actually being modeled.

MODEL THE RIGHT THING — AT THE RIGHT LEVEL — FOR THE RIGHT AUDIENCE

Process modeling becomes more productive when scope, purpose, audience and level of detail are made explicit before the model is built.

Who is this course for?

- Business Analysts who need to discover, document and communicate business processes.
- Process Analysts and Process Owners responsible for understanding or improving operational processes.
- Project and Product professionals who need a shared view of how work is performed.
- Systems and Requirements professionals who need to understand business processes before defining system requirements.
- Team leads, consultants and transformation professionals involved in process discovery or redesign.
- Professionals who facilitate workshops involving process stakeholders.

What participants take back to work

Capability	Workplace application
Process framing	Start modeling with a defined purpose, scope and boundary.
Enterprise context	Explain where a process fits within the broader organization and value chain.
Process discovery	Facilitate conversations that uncover how work actually happens.
Visual communication	Use process models to create shared understanding across stakeholders.
Variation management	Represent primary and alternate paths without obscuring the core flow.
Model refinement	Identify common modeling problems and adjust the level of detail.
Completeness checking	Use complementary views to identify missing interactions or data operations.

Why Baseline Skills?

FROM KNOWING THE NOTATION TO BEING ABLE TO MODEL THE WORK

Baseline Skills courses are designed around practical professional capability: concepts are connected to exercises, discussion and application so that the learning can travel back to the workplace.

- Practitioner-oriented learning rather than notation memorisation alone.
- A structured progression from context to detailed process models.
- Hands-on exercises throughout the two days.
- Use cases that can be adapted for corporate teams and their own process environments.
- Focus on communication, clarity and usefulness of the model — not simply diagram production.

Course experience

Before the course	During the course	After the course
Identify a process you know or want to understand.	Instructor-led concepts and demonstrations.	Apply the modeling approach to workplace processes.
Bring questions about process mapping.	Guided exercises and process-modeling workshops.	Use models to support discovery, communication and improvement.
For corporate delivery, select a representative process where appropriate.	Peer review and discussion of modeling choices.	Build confidence in selecting the right model and level of detail.

Frequently asked questions

Do I need prior process-modeling experience?

The course is designed to build the modeling approach progressively, beginning with process-modeling concepts and enterprise context before moving into detailed process maps, refinement and completeness checks.

Is the course only about drawing flowcharts?

No. The curriculum begins with Business Process Modeling and its role within Business Process Management, then covers enterprise context, process boundaries, process discovery, different model types, detailed mapping, refinement and completeness.

Will I create process models during the course?

Yes. Practical modeling is an integral part of the course, including enterprise context, process context, detailed process maps, primary and alternate paths, refinement and completeness checks.

Can the course be delivered for a corporate team?

Yes. The course can be delivered as a corporate workshop, with the exercises and examples structured around an appropriate business process or case selected for the group.

READY TO MAKE PROCESSES VISIBLE?

Explore Business Process Modeling with Baseline Skills — and turn the way work happens into a model people can understand, discuss and improve.

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