

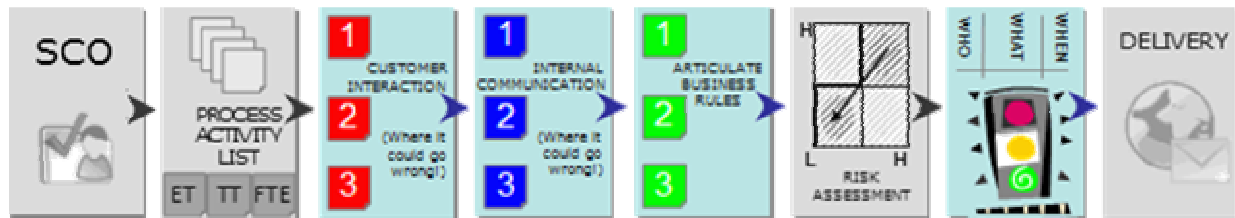
# CERTIFIED PROCESS PROFESSIONAL LEVEL 1 ONLINE TRAINING

## BPM PROFESSIONAL CERTIFICATION



### ONLINE : ON-DEMAND : COMPETENCY & TESTING-BASED

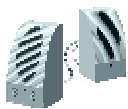
CPP Level 1 uses four (4) of the CEMM steps to perform mechanistic performance and optimization on any process or service. This application of CEMM has the fewest constraints.



### ON-DEMAND MEANS:

Work at your own pace, on your own time. Come and go as often as you like, your work is saved for you by the Online Training system.

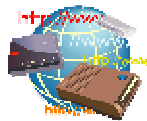
### ONLINE TRAINING REQUIREMENTS ARE:



Speakers or Headphones



Internet Connection



Web Browser



Acrobat Reader



### SAME CERTIFICATION AS OUR RENOWNED INSTRUCTOR-LED COURSES!

The highly acclaimed Certified Process Professional Program is now available as an online service delivering the full competency-based certification experience!

Providing the most up to date and pragmatic program in the Process and Performance Management space you will become equipped to deliver 'BPM out of the box'.

# OBJECTIVES

CPP Level 1 Course Participants will build the skills to:

## **Apply process diagnostics to any existing process or service.**

1. Identify Moments of Truth in the process.
2. Identify Break Points in the process.
3. Identify Business Rules in the process.

## **Determine the magnitude of the Points of Failure performance factor and Causes of Work performance factor of the process.**

1. Calculate the Points of Failure performance factor then graph it on the Points of Failure Optimization Scale.
2. Calculate the Causes of Work performance factor then graph it on the Causes of Work Optimization Scale.

## **Identify Actions that can be taken to improve the process.**

1. Identify Actions that will significantly reduce the process Points of Failure and Causes of Work of the process.
2. Identify Actions that can be completed in less than 90 days (often much less).

## **Analyze the Benefits versus Cost (resource/time/degree of change) for each Action**

1. Assess the benefit versus cost for potential Actions that can be taken to improve the process.
2. Clearly identify "low hanging fruit" – Actions that require minimal investment versus return.

## **Work with Real Case Studies**

1. The online training program for CPP Level 1 uses real case studies you work through and compare to our results

## **Get Your Competency-based Certification**

1. Show you've got it! Included in your online training package is the Level 1 Certification system where you prove your competency (and get awarded your certification) by applying the skills in this course to another case study – but without our help this time!

## Join the global family of organizations benefiting from Bennu Group Online Training Services:

Organizations of all sizes and types are already benefiting from the Certified Process Professional Online Training Services. Some of the companies benefiting from these services include:



## Learn from others' Experiences:

What is the experience of those who have taken our online training? Here are a few of our customer comments:



*"Very good training for anyone interested in process improvement. Easy to follow. Excellent information. And the methods work!"*

[Dan, Project Manager and Software Engineer](#)

*"This training is exactly what I needed! It provides the methods for fine tooth combing a process for obstacles that do nothing but hinder progression and promote more time consuming activities. The customer is the reason we are in business. By having a smart, clean, efficient process design and a mechanism for identifying streamlining opportunities, resources spent on rework and inefficiencies can instead be routed to product improvement, better processes, and competitive market relations. I learned a great deal from this training and will continue to pursue the other trainings being offered by the Bennu Group LLC."*

[Dan, Senior Business Analyst](#)

*"I have been through more process improvement training classes than I can count over the years; however, your online course stands head and shoulders above the others for its convenience and common sense approach. I wish all the process owners in my company would take your class so they can see the "ah-ha" - that process improvement is something they can drive, i.e. it doesn't have to be a highly structured, drawn-out project managed to a set-in-stone schedule by a "black belt". The online format makes the class accessible to everyone, and the special niche the Bennu Group fills is that their approach to process improvement puts the focus where it belongs - on providing value to our customer. Thank you for bringing BPM to the next level!"*

[Rachel, Financial Institution](#)

*"The manual is a great reference tool and since the course provides the opportunity for practical application of the concepts and the software together, I really felt as if I completed a course that was beneficial to my role in the process profession."*

[Tina, Internal Operations Process Manager](#)

*"Everyone in the field should be exposed to the techniques experienced in this course."*

[Director, Process Management](#)

*"I enjoyed learning new approaches to assess and improve performance.."*

[Lean/Six Sigma Master Black Belt](#)

*"The course was very informative and easy to follow. I recommend it for anyone who wants to improve their business and serve their customers well."*

[Associate Professor, Arizona State University](#)

*"I found this training course to be both useful and challenging to my thought process. And believe it to be of value to anyone seeking to improve their company's processes."*

[James, Fashion Retail](#)

# The CPP Level 1 Professional Certification Online Training package includes:

Certified Process Professional (CPP) Level 1

The CPP Level Resource Library

Online Competency-Based Certification

1 Year access to Online Process Performance Repository System

1 Year access to Online Training

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## Certified Process Professional (CPP) Level 1

A comprehensive and highly interactive program that includes the full set of materials, experience and Certification as delivered by the world's leading coaches and trainers in Business Process Management. This program secures the world class skills and knowledge on essential Process Management techniques and approaches. The program focuses on developing the skills to successfully achieve process improvement on any process or service.

Considered the foremost and leading professional qualification in Process Management, this online program will prepare you and your organization to successfully introduce, manage and implement a sustainable process Management approach and framework. This challenging and stimulating online course utilizes multiple real-world case studies in an interactive format developed by the leading world-wide practitioners of Business Process Management.

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## Competency-Based Certification: Online, On Demand (all CPP courses)

Certification is an important part of validating the process professional's skill in BPM. The Online, On-Demand Competency-Based Certification Assessment included for each CPP Level employs more real-world case studies and advanced assessment algorithms to ensure all Certified Process Professionals have the skills needed to apply the BPM techniques and CEM Method (CEMM) in their work environment. Online and On-Demand gives course attendees the flexibility to fit assessment activities into the schedule that works best for them.

Certified by the Bennu Group, the world's leading



authority in process improvement practices and advanced BPM methods and techniques your certification places you in the elite group of people who have the skills to drive new level of business success in all of your process activities.

Appropriate printable Certification Certificates are auto-generated by the Online Assessment system, giving Certified Process Professionals immediate, real-time access to the Certification(s) they have earned.

Each Certified Process Professional Level has its own Certification Assessment carefully developed to ensure Competency Skill Verification of the techniques and skills for that level.

Worried about getting that certification?

Don't be!

With your online training purchase you get three (3) attempts to successfully pass the online certification exam... and if you are still having trouble we then assign you a personal mentor to help you fill in those missing pieces!

### **Resource Library (all CPP courses)**

The Online Training System also includes the CPP Library, where all of the course materials, course manuals, study guides, examples, templates and tools digitally reside for real-time, at your fingertips access.

Materials are available for each CPP Level and include the latest tools and templates that support the Process Professional. These resources include the Course Manual, Case Study Descriptions, Examples, Study Guides, Templates and more.

These resources are in the Library for your use in all of your process work within your company, with your customers and with your partners. The only restriction on the Library resources is that they may not be reproduced, modified or repackaged as part of product or service offering although they can be used to support products and services you may offer as part of your business.

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### **The Process Performance Repository (all CPP courses)**

CEMM and the application techniques in the CPP program identify a dataset of process information and data relationships that can be used to document, review and extend BPM practice. Purchase of any CPP online class includes access to an online resource for simple management of this process information. This online resource is the Process Performance Repository and it can be used to collect, store, and report on process performance activities for an unlimited number of processes.

The Process Performance Repository (PPR) is also intimately linked to the Online Training system, giving users the ability to quickly and easily review training materials that are relevant to the activity each set of data is collected from. The PPR includes the ability to

store related images and documents - and to auto-produce a PDF document of the entire process performance activity in real-time.

Each CPP Level unlocks new Repository features that can support the application of the techniques and methods covered in each course.

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