

# IPAPI

International Process and Performance Institute

## Overview

The CPM Course builds the skills needed to:

1) Build a Sustainable Process Architecture Model to support the delivery of exceptional customer value that translates across the entire organization.

2) Use strategy techniques to develop actionable plans at different levels in the Process Architecture Model that deliver exceptional results and value.

3) Develop a consistent process management practice to protect process improvement gains, enhance operational efficiency, and promote a behavior of continuous improvement.

## Case Studies

The IPAPI CPM course uses multiple case studies for activities that build practical experience in using the techniques taught in the class.

## Certification

The CPM program is currently available only as an instructor-led program with in-class Certification.

## Resources

Participants receive a digital copy of the slide-deck and accompanying course reference materials.

## Prerequisites

The CPM course is only available to people that have already completed their CPP Certification.

## Certified Process Manager Course

The Certified Process Manager Course (IPAPI CPM™) is a 2 day course covering the management practice of process including Enterprise Architecture, Strategy as applied to the Enterprise Model, and Management practices to protect gains and promote continuous improvement.

### ENTERPRISE ARCHITECTURE

- ❖ Build your understanding of the four levels of customer-centric process architecture; and how they fit together to form a powerful, comprehensive approach to managing the enterprise.
- ❖ Learn how to use process architecture to drive uniformity of purpose, common goals and organizational transparency without the need for restrictive policies or a comprehensive change management program.
- ❖ Develop the skills to utilize process architecture to translate business goals into an actionable program at every level of the organization.

### PROCESS STRATEGY

- ❖ Build the ability to apply strategy at customer touch points to increase customer satisfaction and value.
- ❖ Learn the use of process strategy for internal buy-in and to achieve functional goals and objectives.
- ❖ Develop the ability to use strategy techniques at any level of the organization as a way to define, refine and deliver on value-added goals.

### PROCESS MANAGEMENT

- ❖ Use SCO KPIs as vital "health measures" to ensure process gains are protected.
- ❖ Learn how to employ simple auditing techniques that quickly identify where inefficiencies have been reintroduced into processes in the organization, inadvertently or otherwise.
- ❖ Develop your understanding of how to move the organization into a comprehensive and instinctive set of behaviors that naturally promote and protect customer-centricity, process efficiency and "fitness of use" Quality.

[www.ipapi.org](http://www.ipapi.org)

International Process and  
Performance Institute

Suite 400

611 South Main Street

Grapevine, Texas 76051

Phone 888-892-2221