



MASTERSTART



Delivered 100% online



4 – 6 learning hours per week



12 weeks

Wits
Business
School
Sculpting global leaders

Business Process Management

Business performance doesn't improve by chance. It improves when strategy is translated into action, and processes are designed to deliver results.

In this course, you'll learn how to connect strategy to execution by understanding how work really flows through your organisation, where inefficiencies exist, and how to redesign processes that drive measurable impact.

We take you beyond theory. You'll analyse a real process in your organisation, redesign it using data and structured frameworks, and build an implementation plan that delivers real business value.

Because effective businesses don't just plan better. They execute better.

What will you learn?



Process design & optimisation

Design and improve business processes aligned to organisational strategy and stakeholder needs.



Process modelling & simulation

Use data and simulation tools to analyse performance, test scenarios, and predict outcomes.



Data-driven decision making

Interpret process data to identify inefficiencies, trends, and opportunities for improvement.



Change leadership & implementation

Lead process change across teams, manage resistance, and drive adoption.



Performance measurement & continuous improvement

Define KPIs, monitor performance, and build feedback loops that sustain improvement.



Process optimisation project delivery

Plan and execute structured improvement initiatives aligned to strategic goals.

Contact Us



+27 21 201 1167



register@masterstart.com



www.masterstart.com



Certificate of
Competence

Course outline

 5 collaborative learning sessions



WEEK 1

Orientation

Meet your Industry Expert, Learner Success Coach and other learners



WEEK 2

Module 1

Business process design

Understand how strategy translates into processes and learn to map workflows, identify inefficiencies, and design improvements



WEEK 3

Collaborative Learning

Join the Industry Expert to unpack real-world challenges for module 1



WEEK 4

Module 2

Process modelling and simulation

Learn how to use data and simulation tools to analyse process performance, identify bottlenecks, and test improvement scenarios



WEEK 5

Collaborative Learning

Join the Industry Expert to unpack real-world challenges for module 2



WEEK 6

Module 3

Managing process change

Develop practical implementation plans, integrate systems and automation, and lead change across teams



WEEK 7

Collaborative Learning

Join the Industry Expert to unpack real-world challenges for module 3



WEEK 8

Module 4

Evaluating process performance

Measure process effectiveness using KPIs and data, and build monitoring systems to support continuous improvement



WEEK 9

Collaborative Learning

Join the Industry Expert to unpack real-world challenges for module 4



WEEK 10

Module 5

Leading process optimisation projects

Plan and manage process improvement initiatives that align with business goals and drive measurable results



WEEK 11

Collaborative Learning

Join the Industry Expert to unpack real-world challenges for module 5



WEEK 12

Final assessment

Process Optimisation Project

Analyse, redesign, and optimise a real organisational process, and develop a practical implementation and monitoring plan aligned to business strategy

Who is this course for?

This course is ideal for professionals and leaders responsible for improving how work gets done in their organisation, streamlining processes, and delivering better business results through practical, data-driven decisions.

The learning experience

MasterStart courses are developed to provide a learning experience that builds competence and professional confidence. This unique online learning approach means you will:



Enjoy full learning support for your course, in the form of a dedicated team of an Industry Expert, Learner Success Coach and Learning Support Coordinator.



Learn from a mix of self-paced study modules, quizzes and interactive activities.



Access resources and a community chat for additional support and discussion.



Engage in collaborative learning sessions to apply what you've learned in practical ways.

All MasterStart courses are aligned to Category-B of the BBBEE Skills Development matrix.

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