

Section of course	YouTube URL	Video title
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Interviews

https://youtu.be/6d3eHnYPJHM	Professor Michael Rosemann interview taster
https://youtu.be/ULuHPbkNioq	Professor Michael Rosemann interview part 1
https://youtu.be/oUmX_z7Jxo4	Professor Michael Rosemann interview part 2
https://youtu.be/O5ASs0SmBcs	Professor Michael Rosemann interview part 3
https://youtu.be/fwDpxXGW9I8	Wil van der Aalst interview: Process Mining
https://youtu.be/80V481djlSk	Wil van der Aalst interview: The Future of BPM

Chapter 1*

https://youtu.be/YyhCkcQ0Hkg	Activities in a modern organisation
https://youtu.be/hxH-2Ynq0po	What is a business process?
https://youtu.be/GF-wJKkPMY	Our definition of a business process
https://youtu.be/jSm9HAD7Mbk	The broader picture using Rummler's framework
https://youtu.be/qjND4sfOwmk	Process improvement
https://youtu.be/7b4guLDc24Q	What is the value of BPM?
https://youtu.be/txp2bB7cf7M	What else besides transparency?
https://youtu.be/zq-Mkikvu0o	Concepts that shaped BPM
https://youtu.be/h4qw6gCP5ls	Introduction to the BPM lifecycle
https://youtu.be/04Yopaa5hLA	Roles in the BPM lifecycle

Chapter 2

https://youtu.be/G1FDXPeUFBk	What is process identification?
https://youtu.be/ZZhpGppxwMc	Why do we perform process identification?
https://youtu.be/Rycz4I6nTVQ	How to approach process identification
https://youtu.be/yc63E_NmMjc	Process enumeration
https://youtu.be/dizPR8xSUDU	Example: Process enumeration for a wholesaler
https://youtu.be/fgwt3jyLDmE	What are the components of a process architecture?
https://youtu.be/qUmJv3RHhWk	Process enumeration example

<https://youtu.be/ivG1FeDw1fo>
https://youtu.be/_aLrhBd244
<https://youtu.be/zSIhkcCVLfM>
<https://youtu.be/fqeQQLbPRU4>
<https://youtu.be/DliXtUPqYFw>
<https://youtu.be/2aNJ9XYMeKY>
<https://youtu.be/dXw3IZACLSM>
<https://youtu.be/vIG4RZAf8Oo>
<https://youtu.be/LKH09YQ-yW4>
<https://youtu.be/K7Jy-G9g9XA>
<https://youtu.be/z3aNhPmnoF0>
https://youtu.be/6_zjZUc88wE
<https://youtu.be/kMxVV6mIT1E>
<https://youtu.be/7V8GOWUic6A>
<https://youtu.be/VqldhQXY07l>
https://youtu.be/6qwFoufxv_Q

Process architecture example
What is process scoping?
Guidelines to identify horizontal boundaries
What is value chain modelling?
How to model value chains
Building a value chain of core processes
Building a value chain of non-core processes
Value chains in process architecture
Typical artefacts for vertical scoping
Guidelines to identify vertical boundaries
How many levels in the process architecture?
Designation via reference models
Three criteria to use when assessing processes
What is a prioritised process portfolio?
Should all prioritised processes be managed?
Project-by-project identification

Chapter 3

<https://youtu.be/MkaB-1yG7r0>
<https://youtu.be/ist2Knfxr4M>
https://youtu.be/80zXDff0h_4
https://youtu.be/dow_OL5TW6M
<https://youtu.be/5Xse7w2fWqM>
<https://youtu.be/RmQy2Unfwq0>
<https://youtu.be/HuHRTMP5LZY>
<https://youtu.be/ku35dwXFoFU>
<https://youtu.be/1XeNyovdqNc>
<https://youtu.be/LhMlpXmKRbl>
<https://youtu.be/rodGWIGHgHgo>
<https://youtu.be/ce7eQR070Qo>
https://youtu.be/IN1_KScXPvY
<https://youtu.be/l2k-vdHIJKQ>

Introducing process modelling
Example: Student enrolment
Purposes of process modelling
BPMN
Example: Order-to-cash
Process model vs process instances
Branching and merging
XOR gateways
AND gateways
Example: Order distribution process
OR gateways
Choosing the right gateway
Example: Address ministerial correspondence
Information artefacts

<https://youtu.be/XHYNjw24H3o>
<https://youtu.be/kX8QIYTyv0Q>
<https://youtu.be/wt2kebJKMtw>
<https://youtu.be/xe-7xMHoZOs>
<https://youtu.be/MnL7mHpebYw>
<https://youtu.be/BoLfxZt57vY>
<https://youtu.be/HjLbz8yKMSk>
<https://youtu.be/28D8oX7vNdY>
<https://youtu.be/Wuo6w20zmUU>

Resources
Resources example: Order-to-cash
Exchanging information
Exchange information example: Order-to-cash
Process decomposition
Example: Identify possible sub-processes
Linking value chains with process models
Guidelines for using sub processes
Process reuse

Chapter 4

<https://youtu.be/QyW9P62kQIY>
<https://youtu.be/wUKaInYIJ-A>
<https://youtu.be/gjEBNeyoLUM>
<https://youtu.be/O5BlmUEjK9U>
<https://youtu.be/rbBvhEoYSYY>
<https://youtu.be/ydoIXgbHiY4>
<https://youtu.be/9LHN2SoIEHo>
<https://youtu.be/t6OgM2Fp4zM>
<https://youtu.be/6-bEhSjEtcc>
<https://youtu.be/ev5Qr6v2HYM>
<https://youtu.be/poahE5CXvu8>
<https://youtu.be/4X3Ewys-0sU>
<https://youtu.be/9tM4vUyHHiA>

Handling events
Temporal events
Example: PO handling
Event based decisions
Matching decisions
Example: Matching decisions
Process exception and abortion
Example: Terminate event
Exception handling
External exceptions
Internal exceptions
Activity timeout
Non-interrupting boundary events

Chapter 6

<https://youtu.be/Y0U-xYUOvV8>
<https://youtu.be/0oeDVwU2Gjc>
<https://youtu.be/lGGGsunwUTk>
<https://youtu.be/LVFF7rp6q6Q>
<https://youtu.be/fdxTZSj2oIQ>
<https://youtu.be/rEWyLvGdDa0>
<https://youtu.be/nitlioX9pcs>
<https://youtu.be/LKCRjZSqw2E>

Value-added analysis
Value added
Business value added
Non-value added
Introducing the seven sources of waste
Unnecessary transportation
Motion
Inventory

<https://youtu.be/JeXK0M9htzE>
<https://youtu.be/7HlrlgnwAPY>
<https://youtu.be/doc-7zawAXw>
https://youtu.be/0Clni3VW_U
<https://youtu.be/cf4SrzdO78M>
https://youtu.be/aO_tdzWaD5o

Waiting
Defects
Over-processing
Over-production
Issue registers
Root cause analysis

Chapter 7

https://youtu.be/FuSi_2kduf0
<https://youtu.be/5QEE4swlukY>
https://youtu.be/_6GQCPBwblw
<https://youtu.be/UlzZdIYyOu0>
<https://youtu.be/6lz8RV7HjfE>
https://youtu.be/N_I9Ur8QLmw
<https://youtu.be/hoBmmeE4h9U>
<https://youtu.be/fS2VzZyc0R8>
<https://youtu.be/A8xtztzycyk>
<https://youtu.be/UNCimqCMTOM>
https://youtu.be/EJLGmOvO_w8
<https://youtu.be/Exf14uCEL5o>

Introduction to quantitative analysis
Introduction to flow analysis
Calculating cycle time on simple and alternative paths
Calculating cycle time on parallel paths and rework loops
Flow analysis of cycle time
Flow analysis of processing time
Introduction to process simulation
Processing time of activities
Conditional branching and arrival rate
Resource pools
Running the simulation
BIMP tutorial

Chapter 8

<https://youtu.be/jYk7pIBx6jQ>
<https://youtu.be/fDiOnkSRt6s>
<https://youtu.be/CK8wbqPjaal>
<https://youtu.be/-mtBEHouGt8>
<https://youtu.be/hezN9-ucnWY>
<https://youtu.be/rYodQ5gvoZw>
<https://youtu.be/TmBqBMrNwD0>
<https://youtu.be/Dd26FRLttck>
<https://youtu.be/zhXWgU-mdrQ>
<https://youtu.be/szs1W6mM6V8>
<https://youtu.be/xkJSyoJ-IVo>
<https://youtu.be/ORJiGdWE6M8>

Why process redesign?
What is process redesign?
Redesign approaches
Tools for redesign
Process Model Canvas
Example: Process Model Canvas
Introduction to Business Process Reengineering (BPR)
Ford procurement process
Ford procurement reengineered
BPR principle 1
BPR principle 2
BPR principle 3

<https://youtu.be/ECHOirAwdkl>
https://youtu.be/xDIhv5bd_g8
<https://youtu.be/ywKVziQmFJo>
<https://youtu.be/vkR1Zkff8Jw>
<https://youtu.be/JBIQOud-RfQ>
<https://youtu.be/nh6K0bA53YI>
<https://youtu.be/6BiFWOovoVE>
<https://youtu.be/3JCvftRfiSY>
<https://youtu.be/tOIXPCltuYk>
<https://youtu.be/abcOQ68pDUQ>
<https://youtu.be/YoT4gEQCB8c>
<https://youtu.be/zMzsFDJUzXs>
<https://youtu.be/m2FDG92pOPo>
<https://youtu.be/KxSGTucvcr0>
https://youtu.be/kxq23SjaB_4
<https://youtu.be/LrbXyEVMMug>
<https://youtu.be/J88sBtrqv4A>
https://youtu.be/iS_IYWqn8Cc
<https://youtu.be/oJlFaitqLZg>
<https://youtu.be/JITFobb0DOM>
<https://youtu.be/M0ffxMigeo>
https://youtu.be/7WBz_41qhoY

BPR principle 4
Example: BPR
Heuristic process redesign
Redesign heuristics
Heuristic 1: Task elimination
Heuristic 2: Task composition
Examples: Task composition and decomposition
Heuristic 3: Triage
Examples: Specialisation and generalisation
Heuristic 4: Re-sequencing
Example: Re-sequencing
Heuristic 5: Enhance parallelism
Example: Enhance parallelism
Heuristic 6: Process specialisation and standardisation
Example: Process specialisation and standardisation
Heuristic 7: Resource optimisation
Example: Resource optimisation
Heuristic 8: Communication optimisation
Example: Front-loaded process
Heuristic 9: Automation
Example: Heuristics
Prioritising redesign options

Chapter 9

<https://youtu.be/wk11ijieGL4>
<https://youtu.be/U0SCxVKJfMg>
https://youtu.be/_xeefsL8Dc4
<https://youtu.be/0Qo5kP3JGD8>
<https://youtu.be/6iaYUUV2jjw>
<https://youtu.be/Ly0quDfwvqM>
<https://youtu.be/hwF7FZv0iPA>
<https://youtu.be/tGCUDU23OHss>
https://youtu.be/_FMGNH_OyBs
<https://youtu.be/Xdax5M0dkrM>

What is process automation?
Example: Process automation
When to apply process automation?
The contracts creation process
The introduction of customer packages
The division of labour
Introduction of the case transfer system
The process automation solution
Introduction of automated activities
Benefits of the solution

<https://youtu.be/7eiCU9UnRk0>
<https://youtu.be/XPVvI0ypo3Y>
<https://youtu.be/GtNF9p1mO0s>
<https://youtu.be/TU6osmRPSL4>

Process automation technology
Process modelling tool, execution engine and worklist handler
Administration and monitoring tools, external services
Advantages and challenges

Chapter 10

<https://youtu.be/0si13IzXoE>
<https://youtu.be/6sLbyJDxK-8>
<https://youtu.be/bxO2vSVjkmw>
<https://youtu.be/o33w6wAnFSq>
<https://youtu.be/2PLYdzD-XE>
<https://youtu.be/A5QcXpr5QMQ>
<https://youtu.be/IAowjGax5Ts>
<https://youtu.be/MFC-lndTWOu>
<https://youtu.be/bXzLDOEXOzU>
<https://youtu.be/HYpt-yEBj5g>
https://youtu.be/OlonePDi4_g
<https://youtu.be/cC5970Dqay8>
https://youtu.be/FP-6q_B9H6E
<https://youtu.be/WfjK-o5Cu4A>
<https://youtu.be/jckiYd3XH6Y>
<https://youtu.be/XGDETJLEnH0>
<https://youtu.be/s7hL6zNY7UY>

How is process automation achieved?
The well known gap
Bridging the gap in five steps
Our running example
Step 1: Identify the automation boundaries
Example: Order-to-cash
Step 2: Review manual tasks
Solution of prescription fulfilment process
Step 3: Complete the process model
Step 4: Adjust task granularity
Introducing step 5
Specify execution properties (Part 1)
Specify execution properties (Part 2)
BizAgi tutorial Part 1: Defining the process and data model
BizAgi tutorial Part 2: Defining the user forms and performers
BizAgi tutorial Part 1: Extending the process model and the data model
BizAgi tutorial Part 2: Defining the user forms, rules and performers

Chapter 11

https://youtu.be/JQG_Kkao6V4
<https://youtu.be/knE1-rybUYU>
<https://youtu.be/Y0nQVLLob9Q>
<https://youtu.be/KBpUcag6igw>
<https://youtu.be/qqXjEmWhC50>
https://youtu.be/hBOI_cbllko
<https://youtu.be/RXVoPOIUKvl>
<https://youtu.be/snjlc3WA9Nk>

Introduction to monitoring and controlling
Artefacts
Methods
Dimensions
Operational dashboards
Tactical dashboards
Strategic dashboards
Introducing process mining

<https://youtu.be/rmBHrZn-XNE>
<https://youtu.be/bo8rCcFHzH4>
<https://youtu.be/RUvdshJVtK0>
<https://youtu.be/-qPmjCN8iuk>
<https://youtu.be/bt2sxaQInIq>
<https://youtu.be/Le4q7wK-PyU>
<https://youtu.be/S2iygc8kDDo>
https://youtu.be/DS_WMngvjTE
<https://youtu.be/slfSqUE1h8U>
<https://youtu.be/gKiusTS1GV4>
<https://youtu.be/KekGMOtCeJs>
<https://youtu.be/kzYnxCHShy4>
<https://youtu.be/XHKQbvrsByM>
<https://youtu.be/Yg3Anf4ZnwQ>
<https://youtu.be/DoJZRLwaBmA>
https://youtu.be/nDYKX_XiGos
<https://youtu.be/Gh9UbK5xGiw>
<https://youtu.be/OqiHswSMPOY>
<https://youtu.be/p3t2Pph787Q>

Process mining methods
Structure of event logs
Challenges of extracting event logs
Introducing the Alpha algorithm
Using a footprint matrix
Building the process model
Introducing Heuristics Miner
Example: Heuristics Miner
Fuzzy Miner
Suncorp: Defining the problem
Suncorp: Presenting the results
Disco tutorial: Discovery and simplification
Disco tutorial: Statistics and case types
Disco tutorial: Variants and performance mining
Disco tutorial: Performance mining: Replaying a log
Disco tutorial: Conformance checking
Process mining methodology
Frame and plan the problem
Collect and analyse the data

Closing

<https://youtu.be/O2HdjinqdJA>

Final words of wisdom

* Chapters refer to the book "Fundamentals of Business Process Management" (2nd Edition), by M. Dumas, M. La Rosa, J. Mendling,
















H.A. Reijers, Springer 2018













