## **CERTIFICATE OF PARTICIPATION**

iversity hereby certifies that **Frances Kohl** has participated in the following course from February 2021 to February 2021:

## Process design - analyse processes, identify improvements, raise potentials

Taught by Prof. Dr. Thomas Liebetruth.

In organizations, processes play an important role. However, structured & targeted work on processes is not always the case. The following procedures & methods were discussed: - Analyse processes: Techniques & data gathering methods for process analysis & process modeling

- Identify improvement approaches: Process improvement goals, concepts & principles for process design

- Quantify potential benefits: Procedures & instruments to estimate potential benefits

- Implement measures: Process & implementation controlling, change management

The participants have successfully applied the contents to self-chosen sample processes.

## About Prof. Dr. T. Liebetruth

Prof. Dr. T. Liebetruth is professor at the East Bavarian Technical University in Regensburg. Beyond that he runs the blog https://better-process.com & accompanies enterprises with the introduction of process management.



Prof. Dr. **Thomas Liebetruth** https://better-process.com

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