CERTIFICATE OF PARTICIPATION

iversity hereby certifies that **Rustam Osmanov** 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

iversity.org is a higher education online platform, enabling a global community of learners to study with excellent professors from all over the world. This certificate does not affirm that the student was enrolled at the mentioned institution(s) or confer any form of degree, grade or credit. The course did not verify the identity of the student.