

CERTIFICATE OF PARTICIPATION

iversity hereby certifies that **Anna Yun** 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>