CERTIFICATE OF PARTICIPATION

iversity hereby certifies that **Fernando Acosta** has participated in the following course from February 2022 to February 2022:

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.

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