

USIU-Africa / APPI Certified Process & Performance Professional (CPPP) Program



PROGRAM DESCRIPTION:

African economies lose billions of dollars annually due to inefficiencies. The resulting financial pressures are in addition to the current global economic weaknesses and falling commodity prices. To meet these challenges, African governments, businesses, and organizations are searching for ways to make better decisions, reduce cost, minimize inefficiencies, increase transparency, instill accountability, and improve productivity and overall prosperity.

To this end, the Certified Process & Performance Professional (CPPP) program is uniquely designed to develop and enable the next generation of Africa leaders to be driven by performance results. It is tailored to prepare and empower governments, businesses, and organizations across Africa with cutting-edge skills and knowledge in Business Process Management (BPM) and Performance Analytics to make better decisions to achieve goals. You will learn how to use the latest BPM methodologies and technologies to discover, document, analyze, and improve business processes and transform organizations.

EXPECTED OUTCOMES:

At the end of the program, participants are expected to:

- **Learn critical thinking skills**, use data to make better strategic decisions, and communicate effectively.
- **Pioneer the next frontier** for Africa innovation, competition, and productivity with process and performance analytics across all sectors.
- **Cultivate the culture** and promote the use of business process and performance analytics capabilities and discipline.
- **Implement better processes** to enable lower costs, higher revenues, motivated employees, and happier customers/citizens.
- **Apply APPI's CREPES™ Model** to enable service delivery be more Consistent, Responsive, Effective, Profitable, Efficient, and Sustainable (CREPES™ Thinking).
- **Stay competitive locally and globally** as millions of professionals skilled in process and analytics will be needed in the next 5 years. Certified candidates will be added to the APPI consultant network for future assignments.



PROGRAM STRUCTURE:

This intensive 6-day hands-on workshop will focus on five competency areas:

- Critical (CREPES™)Thinking
- BPM Principles, Tools and Techniques
- Organization Change Management of BPM
- Process Performance Metrics, Analytics, and Reporting
- BPM Presentation & Consulting Skills

Current business processes from participants' organizations will also be used as case studies. At the end of the 6 days workshop, participants have two weeks to complete and present their final case studies in class.

CERTIFICATION PROCESS:

APPI Certified Process & Performance Professional (CPPP), uniquely certifies your knowledge and validates your capability to implement business process and performance global best practices in the context of Africa cultural, social, political, economic, and business environment.

Individuals will:

- **LEARN:** The principles, techniques and tools for BPM and performance analytics
- **DO:** An improvement project for either an employer or selected APPI partner organization
- **VALIDATE:** Their knowledge and solutions through employer or organization's feedback
- **CERTIFY:** Based on the employer or organization's project evaluation and recommendation



DATES: February 27 to March 4, 2017

FEES AND PAYMENTS:

- Fees: KES 189,000 per person
- Payment: Due within 5 days from the receipt of admission letter via bank transfer
(50% early registration discount by Friday, 17 February 2017)

SELECTION CRITERIA:

Business process and performance analytics is industry agnostic, which naturally allows our program to have a diverse mix of participants. We look for candidates who reflect a broad range of industry sectors, functions, and backgrounds to enrich the interactive learning experience. We prefer individuals with:

- Masters degrees or bachelor's degree with 2years work experience
- Excellent communication skills (written and oral)
- Aptitude for logical and analytical thinking
- Highly self-motivated, creative and innovative
- Leadership abilities, team player, and a change agent
- Emotional intelligence, open-minded and willingness to learn

ADMISSION PROCESS:

- Candidates must submit a resume and one-page essay on process improvement to admission@appinstitute.org
- The APPI team reviews applicant submissions and contacts successful candidates
- The Selected applicants will be invited for interviews and further evaluation
- The APPI team makes a decision and communicates to the successful candidates on email:

TOP JOB TITLES FOR APPI CERTIFIED PROFESSIONALS:

- Business Analyst / Consultant
- Strategy / Management Consultant
- Change & Innovation Manager
- Director, Corporate Strategy
- Chief Performance Officer
- Business Intelligence Analyst
- Director, Corporate Transformation
- Quality Assurance Manager
- Director, Operations
- Project Executive

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