



ANNEXURE A

Process Engineering - Scope of work

The service provider must deliver the following in terms of CPP training:

- Level one - Introduction to Business Process Management
 - Learn to apply process diagnostics to existing processes, calculate causes of work and points of failure, and identify actions taken to improve them. Develop a structured approach accessible by everyone in the organisation to enable immediate and significant performance improvements. Create a sustainable operational and strategic method suitable for both dramatic and steady state improvements.
- Level two - BPM Core fundamentals
 - Develop the insights and techniques to align all processes with successful outcomes, and in doing so create the capability for the organisation to win the Triple Crown i.e. reduce costs, improve revenue and enhance service. Go beyond the Triple Crown into the Fourth Wave of BPM to way exceed the benefits derived from 3rd Wave approaches such as Six Sigma and Lean.
- Level three - Advanced Business Process Management
 - Understand and create the Process Innovation Landscape to completely redefine the way processes are operated. By alignment with Successful Customer Outcomes, we will uncover the true potential of the process, and in doing so consolidate Triple Crown wins i.e. simultaneously reducing costs, improving revenue and enhancing service.
- Level four - BPM and Performance Management
 - Establish the right measures for continued success and integrate these into corporate measurement systems e.g. balanced scorecard and strategy maps, develop performance metrics for end-to-end processes, link processes to the enterprise business goals, establish the BPM Scorecard and Strategy Map for the Organisation, integrate Performance Management with BPM to create sustained success, coach and align people for performance and process management, establish a method to sustain continuous improvement.
- Level five - BPM, Bridging the Gap - Business and Technology
 - Feature 'bridging the business IT divide' and integrating the sometimes-disparate business functions into a cohesive 'Outside-In' delivery.
 - Determine the most effective programme, project and team structures to successfully implement Advanced BPM.

Compiled by: Riaan van Wyk Middle Manager Business & Process Analysis Management	 11/9/2025
Approved by: Anthenia Phuku Senior Manager Business Solutions Development Services	 12/09/2025