

## SUGGESTED ROLES AND TRACKS

### APQC's 2019 Process and Performance Management Pre-Conference Workshops

Choosing which workshop to attend could be a bit overwhelming, but we are here to help! Look at our suggested workshop roles and tracks below.

We created six different roles that represent six different process professionals; ranging from a new process practitioner to a process leader. To help you decide which role you align with, we noted the typical experience and needs for each. Additionally, for each role we created a suggested workshop path, or track. **The tracks are just a suggestion, so don't feel like you must stick to the track exactly but use it as a guide.**

To discuss the workshops in more detail, [reach out](#) to APQC, and we will be glad to help!

## TRACK OPTIONS

1. [New Process Management Practitioner](#)
2. [Experienced Process Management Practitioner](#)
3. [Process Worker](#)
4. [Process Improvement Specialist](#)
5. [Process/Business Leader](#)
6. [Educator](#)

### TRACK 1: NEW PROCESS MANAGEMENT PRACTITIONER

- ♦ Typical Experience: Five years or less
- ♦ Typical Needs: How and where to get started with process management

Monday, September 30		Tuesday, October 1		Wednesday, October 2	
AM	PM	AM	PM	AM	PM
Process Management Essentials	<a href="#">Leveraging Process Frameworks for Business Efficiency</a>	Process Design Essentials	<a href="#">Defining &amp; Managing End-to-End Processes</a>	<a href="#">Process Management in Action: An Interactive Simulation</a>	
	OR				
	<a href="#">Process Improvement: The Art of Prioritizing Process Change</a>			<a href="#">Leveraging Process Frameworks for Business Efficiency</a>	<a href="#">Using Knowledge Flow Analysis to Improve Process Design</a>

## TRACK 2: EXPERIENCED PROCESS MANAGEMENT PRACTITIONER

- ◆ Typical Experience: More than five years
- ◆ Typical Needs: How and where to improve specific processes

Monday, September 30		Tuesday, October 1		Wednesday, October 2	
AM	PM	AM	PM	AM	PM
<a href="#">Process Performance: Monitoring and Controlling Your Processes</a>	<a href="#">Developing the Business Case for Process Management</a>	<a href="#">Process Management in Action: An Interactive Simulation</a>		<a href="#">Process Management in Action: An Interactive Simulation</a>	
		<b>OR</b>		<b>OR</b>	
		<a href="#">Using Knowledge Flow Analysis to Improve Process Design</a>	<a href="#">Improving Process Performance with Analytics</a>	<a href="#">Evaluating and Improving Process Maturity</a>	<a href="#">Is Your Organization Ready for Excellence?</a>

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[www.apqc.org/ppmc19](http://www.apqc.org/ppmc19)

## TRACK 3: PROCESS WORKER

- ◆ Typical Experience: Relatively junior
- ◆ Typical Needs: How do I perform my job better?

Monday, September 30		Tuesday, October 1		Wednesday, October 2	
AM	PM	AM	PM	AM	PM
<a href="#">Process Management Essentials</a>	<a href="#">Leveraging Process Frameworks for Business Efficiency</a>	<a href="#">Process Design Essentials</a>	<a href="#">Techniques to Evaluate &amp; Design World Class Processes</a>	<a href="#">Process Management in Action: An Interactive Simulation</a>	
				<b>OR</b>	
				<a href="#">Leveraging Process Frameworks for Business Efficiency</a>	<a href="#">Using Knowledge Flow Analysis to Improve Process Design</a>

## TRACK 4: PROCESS IMPROVEMENT SPECIALIST

- ◆ Typical Experience: Mid-Career
- ◆ Typical Needs: How can I leverage my Lean and Six Sigma skills to improve my organization's holistic process management approach?

Monday, September 30		Tuesday, October 1		Wednesday, October 2	
AM	PM	AM	PM	AM	PM
<a href="#">Process Management Essentials</a>	<a href="#">Process Improvement: The Art of Prioritizing Process Change</a>	<a href="#">Process Performance: Monitoring and Controlling Your Processes</a>	<a href="#">Improving Process Performance with Analytics</a>	<a href="#">Process Management in Action: An Interactive Simulation</a>	
				<b>OR</b>	
				<a href="#">Leveraging Process Frameworks for Business Efficiency</a>	<a href="#">Using Knowledge Flow Analysis to Improve Process Design</a>

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## TRACK 5: PROCESS/BUSINESS LEADER

- ◆ Typical Experience: Relatively senior/business executive
- ◆ Typical Needs: How can process management improve my business?

Monday, September 30		Tuesday, October 1		Wednesday, October 2	
AM	PM	AM	PM	AM	PM
<a href="#">Process Management Essentials</a>	<a href="#">Process Improvement: The Art of Prioritizing Process Change</a>	<a href="#">Process Performance: Monitoring and Controlling Your Processes</a>	<a href="#">Defining &amp; Managing End-To-End Processes</a>	<a href="#">Is Your Organization Ready for Excellence?</a>	<a href="#">Developing the Business Case for Process Management</a>
				<b>OR</b>	
				<a href="#">Evaluating and Improving Process Maturity</a>	<a href="#">Is Your Organization Ready for Excellence?</a>

## TRACK 6: EDUCATOR

- ◆ Typical Experience: Education continuous improvement professional
- ◆ Typical Needs: Knowledge and skills to become a more efficient and effect district

Monday, September 30		Tuesday, October 1		Wednesday, October 2	
AM	PM	AM	PM	AM	PM
<a href="#">Process Management Essentials</a>	<a href="#">Developing the Business Case for Process Management</a>	<a href="#">Process Management in Action: An Interactive Simulation</a>		<a href="#">Process Management in Action: An Interactive Simulation</a>	
	<b>OR</b>	<b>OR</b>		<b>OR</b>	
	<a href="#">Process Improvement: The Art of Prioritizing Process Change</a>	<a href="#">Using Knowledge Flow Analysis to Improve Process Design</a>	<a href="#">Defining &amp; Managing End-To-End Processes</a>	<a href="#">Is Your Organization Ready for Excellence?</a>	<a href="#">Is Your Organization Ready for Excellence?</a>
		<b>OR</b>	<a href="#">Process Design Essentials</a>		<b>OR</b>

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## WORKSHOP DESCRIPTIONS

View full workshop descriptions on the [conference website](#).

### ABOUT APQC

APQC helps organizations work smarter, faster, and with greater confidence. It is the world's foremost authority in benchmarking, best practices, process and performance improvement, and knowledge management. APQC's unique structure as a member-based nonprofit makes it a differentiator in the marketplace. APQC partners with more than 500 member organizations worldwide in all industries. With more than 40 years of experience, APQC remains the world's leader in transforming organizations. Visit us at [www.apqc.org](http://www.apqc.org), and learn how you can make best practices your practices.