

Business Analysis and Process Management (Graduate Certificate)



Meet our students

Through this program, our students have gained the skills needed to develop business processes to achieve organizational goals, integrate technologies for analysis, create sound business arguments, and use SAP enterprise resources. They have applied these skills in practical case studies and in an industry project where they worked with a current business problem experienced by a real-world client company. This innovative, hands-on approach allows our students to be job-ready upon graduation.

Learn more about the classes these students take by visiting [the program webpage](#).

Core competencies and skills

- Using Excel, Word, Visio, Tableau for business and visual analytics.
- Applying knowledge of Sales and Operations Planning, MRP, DRP, JIT, Lean, Six Sigma, Theory of Constraints and SAP.
- Using analytics and tools for process improvement.
- Analyzing the key business processes that drive the value chain of an organization.
- Developing new innovative business processes to support organization objectives.
- Estimating the impact of specific business processes and models on the financial and operational performance of an organization.

Work term availability

- Winter (January – April)
- Summer (May – August)
- Fall (September – December)

Note: Students will be available for full-time hire upon completion of their work term.

Work term capabilities

- Evaluating opportunities for business analytics process improvement based on current industry best practices (Supply Chain Management, Financial Services, Public Sector, Health Care, Corporate Responsibility).
- Integrating appropriate information and other technologies in designing business analytics and processes.
- Performing a gap analysis of an existing process, identifying relevant operational and financial metrics.
- Using techniques such as value stream mapping, data flow diagrams, flow-charting, and decision trees.
- Assessing and explaining the impact of proposed changes to all major stakeholders and levels of the organization.
- Evaluating current global business issues and their impact on various enterprises.
- Delivering projects in a timely manner using project management tools and techniques.

Employer resources

- [Employer webpage](#)
- [Program information](#)
- [Program course schedule](#)

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