



European
Commission

EU e-Learning module

Business Process Modelling (BPM)

Leading for results.
Learning for purpose.

Business Process Modelling is the activity of representing processes, so that the current process may be correctly understood, analysed and improved. BPM helps to represent the process in a universal way independent from language as it is mainly using graphical tools. The purpose of BPM is to illustrate a complete business process and obtain a simplified and streamlined process.

The easy-to-use eLearning course **Business Process Modelling BPM** is produced by the European Commission Directorate General for Taxation and Customs (TAXUD) under the Customs 2020 Programme.

Scope

The course is a short introduction to the concept of BPM (**Business Process Modelling**) and its use in the Customs field. The process(es) featured in a **BPM** can be very simple or highly complex and will typically involve **different departments** working together.

Audience

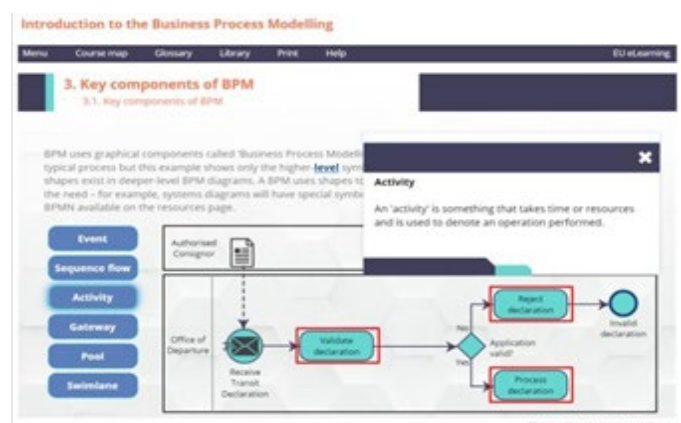
As the course does not contain sensitive information, it is available not only for **national customs administrations**, but also for **traders** and **trainers**.

Learning Outcomes

By the end of this course, you will understand:

- what BPM and its basic elements are,
- why and how BPM is being used in the EU,
- the purpose and benefits of BPM,
- how to implement BPM.

To benefit fully from the course and to achieve the learning outcomes, it is recommended to integrate it in your own training programme and develop a blended learning strategy.

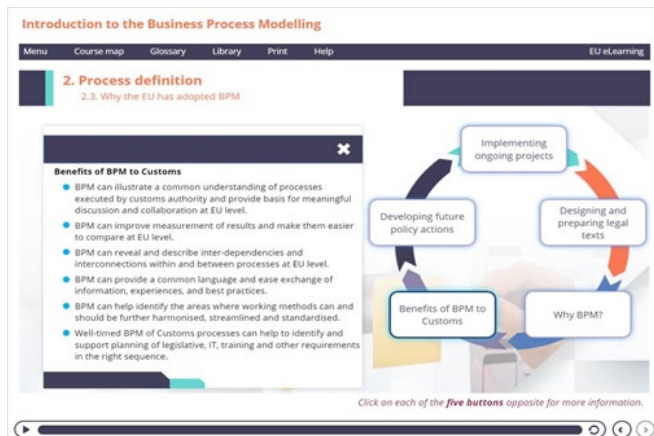


Features

This course is designed to address the needs of multiple profiles. Some screens will require action from you, others not. You can always replay a screen if you need to or use the back button to recap.

You may interrupt your course. When reopening the course, you can resume where you left off.

Besides the menu, a course map allows you to quickly access to the sections and subsections. The course map is placed in the upper toolbar of the course.



Course duration

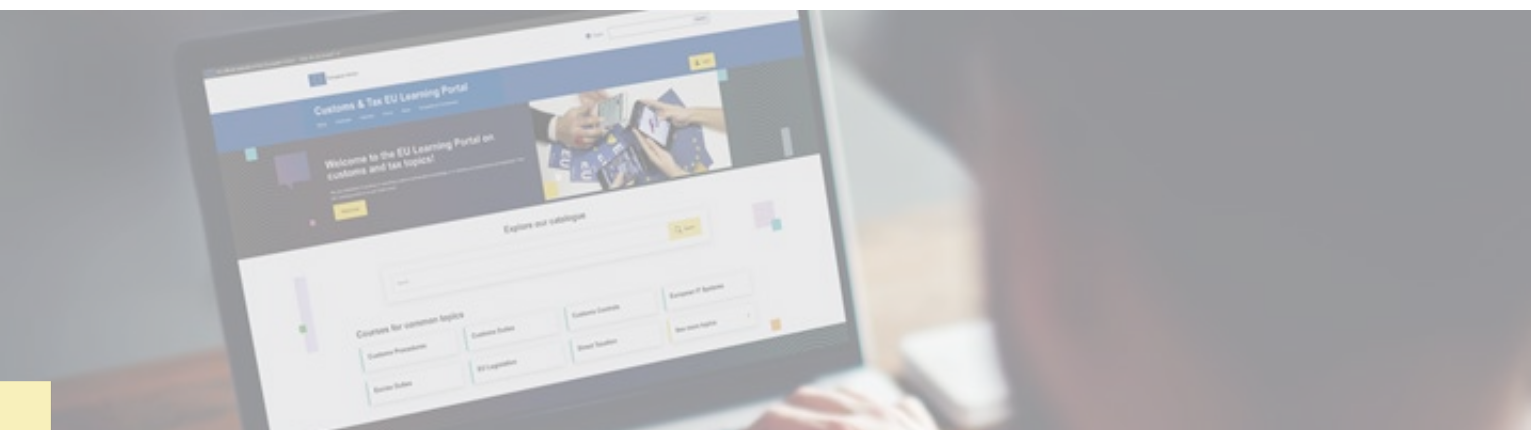
The course takes around 45 minutes.

Available languages

The course is available in English. However, consult the [Customs and Tax EU Learning Portal](#) for the availability of further EU language versions.

Let's get started!

- The eLearning module is publicly available and accessible via the [Customs and Tax EU Learning portal](#) for direct view.
- Registered users can download the course.
- Troubleshoot technical issues and get help by clicking on FAQ or Support.



Find out more

Visit the [Customs and Tax EU Learning Portal \(europa.eu\)](#)

Contact DG TAXUD/E3 Management of Programmes & EU training
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