



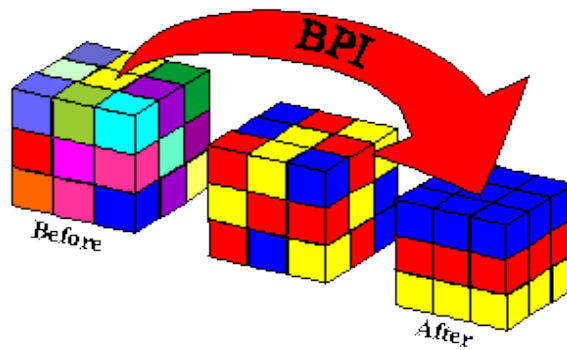
AFOES CONSULTANTS

Management System Consultants & Educators

Business Process Improvement

Course No: 99215034

Duration: 5 -days



Who Should Attend

- **Senior Managers**
- **Quality Professionals**
- **Process Owners**
- **Senior Managers**
- **Process Designers and Re-engineers**



Introduction

Most organizations focus their efforts on improving their production / service processes. It's only recently that management began to realize they have been working on the wrong part of the process.

If an organization need to remain first-rate, its what goes on in offices and conference rooms that needs to be changed. Needless waste, impenetrable layers of bureaucracy, and circuitous routes to company goals are killing the spirit of innovation and achievement.



The time is ripe for *business process improvement*. The step-by-step course will show you how to implement an improvement process in your support and service organizations by modifying simple techniques that you have been using for years, as well as new ones developed just for the white-collar environment.

Business Benefits

Course delegates will be able to as a consequence of this course:

- To isolate and identify poor process practice in terms of:
 - inappropriate design
 - inadequate training and quality standards
- To ensure that processes are capable of effective performance review
- To identify the mechanisms of Evaluation for a diversity of processes and situations, at different stages of their development
- To define the types and range of processes that exist and interact within a business environment
- To develop an appropriate range of Process Management Improvement Checklists
- To define and invest the concepts of Evaluation and Effectiveness
- To monitor and analyze client/customer expectations of a business process in the terms of attitudes, reactions and perceptions of value
- To ensure that processes are consistent and scalable
- To participate in Process Effectiveness Networks to improve individual and collective skills.

Course structure



Competence Objectives

Delegates should be able to demonstrate competence in:

- Defining the attributes and guiding principles of process effectiveness
- Defining business process management terminology in the context of their organization
- Investigating and analyzing process effectiveness
- A "best practice" approach to process improvement and deployment
- Ensuring that a genuine end-to-end process mechanism is in place
- Defining client/customer service vision and the impact on the their expectations of business effectiveness
- Evaluating the effectiveness of the organization's approach to process design, development and implementation
- Applying the techniques, skills and knowledge to report and recommend where beneficial improvements can be made



Approach

With the emphasis on practical application, the sessions will run with delegates working in rolling teams on tasks and discussions, followed by syndicates of 5 analyzing and discussing the techniques in review and how/when/where they could be applied.

Lecturer

The lecturing team is comprised of professionals who have been especially selected for their recognized knowledge and experience in the field of Business Process Improvement, Business Process Re-engineering and Six Sigma.



Seminar Outline

Day 1

- Introduction to business process management
- Business Resource Alignment concept for managing your business processes
- Principles of Business Resource Alignment
- Business process improvement and quality management system
- Using a business process matrix to prioritize improvement initiatives
- Process to sustain performance gains
- Avoiding mistakes that derail process improvements
- Successful implementation of improvement initiatives
- Importance of an improved team charter
- Roles and accountabilities for effective process management
- Things world-class performers do differently
- Creating a culture of continuous improvement

Day 2

- Using process mapping tools and techniques
- Understanding the “big picture” of your business through a relationship map
- Identifying who is in your supply chain using the SIPOC diagram
- Disconnect identification and analysis
- Enabler identification and preservation
- Reducing cycle time of business processes to positively impact unit cost and quality

Day 3

- Analyzing root causes of performance problems
- Identifying barriers to great performance
- Identifying the forces that enable great performance
- Benchmarking best practices inside and outside your industry
- Applying best practice learning to close gaps in your business performance
- Following up to ensure improved performance is sustained

Day 4

Identifying the drivers of related business issues

Using trend data to identify and analyze performance issues

Using storyboards to generate many big ideas in a short time frame

Maximizing the value of brainstorming through multi-voting

Using provocative operation to drive creative thinking

Defining accountabilities that ensure adequate process control

Day 5

Improving Business Processes Using Models

Identifying improvement opportunities using process models

Moving from as-is to should-be models

Describing improvements using process models

Simulating business processes

Linking process models to data models

Choosing the right modeling tool



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