

Business Process Management & Improvement Course Outline

To harness the work done and increase productivity in organizations, it is essential to understand how to manage business processes. Our business process improvement training courses explore the need for managing business procedures and how process modelling, mapping and analysis are all parts of a larger framework for achieving higher quality through Business Process Management and Improvement.

Classroom training based on practical application of software on assignments/project after every session.

COURSE OUTLINE:

The need for Business Process Management

- What is Business Processes Management (BPM)?
- What are the benefits of BPM?
- The organizational view and the link to strategy
- Why create a process-centric organization?
- Management responsibility

The Process Model

- What is a process?
- Benefits of process modeling
- Identifying and analyzing process customers
- The KANO Model
- The process model SIPOC
- The difference between outputs and outcomes
- How to manage business processes and the interactions effectively
- Requirements for effective process design

Techniques for Process Mapping

- What is process mapping?
- Types of the process flow
- Creating 'As Is' process models
- Producing process flows of individual business processes and decomposing these to the right level of detail for clarity
- Cross-functional "swim lane" diagrams

Refining your Process Maps

- Frequently found mapping problems and how to correct them
- Level of details: how much is enough
- Process details in text

Continuously improving your Business Processes

- Deming Cycle (PDCA)
- Benchmarks
- Lean thinking and the seven wastes
- Kaizen
- The 5Ss methodology

Optimizing Business Process Effectively

- 5W and 1H tactics to identify process gaps and perform root cause analysis
- Creating 'To Be' process models
- Process performance analysis
- Identifying and applying metrics and Key Performance Indicators (KPIs)

Process Measures Vs. Results Measures

- Why the interest in Six Sigma?
- Six Sigma approaches
- Understanding the Process Sigma Metric
- What is a variation? Importance of reducing variation
- DMAIC overview
- Cause and effect diagram
- Pareto chart
- Control charts

Implementing the Culture of BPMI

- Putting principles into practice
- Leadership: Taking ownership, "top-down" leadership commitment and involvement
- Tips for developing and coaching employees
- Implementing a business strategy driven by your customers
- Focusing on continuous improvement – the role of audit and review

Above is our standard course outline, please suggest if you would like to include also few topics during the training to make sure it covers all your requirements and make this course a customized course.