Business process

improvement

Business processes are the natural activities you perform that produce value, serve customers and generate income.

Improve your long-term competitive position by managing those processes better. Your results are multiplied when you combine the efficiency gains of reengineering with the benefits of continuous process improvement and customer focus. Successful implementation of this approach requires a broad set of skills and competencies.

Our high impact training course is based on decades of experience as consultants and trainers in all aspects of business process.

Performance

Why attend Business Process Improvement?

Entropy, business evolution and competitive forces continually attempt to eliminate the gains you made with process definition and reengineering. To sustain your company's strategic edge, your managers must become process designers and process team leaders as well. This course shows your team how to do both.

Responsibility

Who will benefit?

- Process managers, process owners or process leaders
- Mid- or upper-level functional managers who have responsibility over several processes or multiple links in your company's value chain
- Managers in process-focused organizations
- Process analysts or consultants who support process managers
- Managers who need process management skills in the post-reengineering world.

Skills & Knowledge

What will they be able to do?

- Understand how to identify your core processes and clarify their real objectives.
- Find out how to use system maps and process maps to assess the need for process improvement.
- Use a common roadmap for process improvement
- Learn how to recognize systemic flaws that require process redesign.
- Practice identifying performance fluctuations that require problem solving.
- Discover how to facilitate process improvement creation and implementation.

Getting Underway

When is the best time to train your people?

Business Process Improvement gives your people the tools they need to build on the results of the process definition and reengineering you have already undertaken. This building cannot happen too soon.

Contact

Where can you get more information?

Contact us by e-mail at info@processdesignconsultants.com or visit our website at http://www.processdesignconsultants.com for more information on how your people can become Process Managers.

PROCESS
DESIGN
consultants inc

Do it!

How it's done

Two-day workshop

Day 1
Introduction
Overview of Process Mapping
Mapping Current Processes
Identify Process Bottlenecks and Disconnects

Day 2
Introduction /Re-eningeering Processes
Three Pathways to generate Ideas/Solutions
Creating Solutions for one Disconnect
Identifying Stakeholder Requirements and Process Measures
Planning the Improvement Work

To give your people a thorough workout, this workshop is divided into presentation and discussion, case study resolution, and application to work-related issues.

The training has been designed to be experiential, with the participants practicing the tools and techniques, as much as possible, on various aspects of the processes for which they have regular involvement or responsibility.

Each participant receives a bound manual with explanatory documentation of concepts, tools, techniques, templates, worksheets, and examples. This manual is an essential reference guide for transition toward being a process manager.

The Business Process Improvement workshop gives your employees the technical skills they need to design processes and the people skills to become process team leaders.