SETC Training Corporate Logo

Process Training: Process Reengineering from A to Z (PREENG, 3 jours)

Description

The course Process Reengineering from A to Z (Process Training) covers every aspect or the art and science of business process reengineering. The course begins by providing a clear and precise definition of a process: what it is and what it is not. This is followed by an in depth discussion of the business process reengineering process including identification of requirements, identification of current and future states as well as business process modeling & BPMN. A detailed discussion of the concepts of performance measurement, process design and modeling and governance is also included.

Tarifs

- Tarification: $3,350/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

Plan de cours

Business Process Fundamentals

- Defining Processes
- What is a Process?
- What are the Advantages of a Process Approach?
- An Overview of the Business Process Reengineering Process
- About the Project Kick-off
- About Understanding and Documenting Current Processes
- About Establishing Key Performance Measures
- About Future Process Development and Testing
- About Future Process Prioritization and Organizational Commitment
- About Implementation Planning
- About Future Process Implementation

Getting Things Started

- Project Kick-Off
- Understanding the Organization’s Strategic Plan
- Writing a Business Case
- Creating/Using a Business Requirements Document
- Identifying Stakeholders and Key Actors
- Using UML Business Activity Diagrams to identify Key Use Cases
- Identifying and Delineating Core Business Processes
- Documenting the Current State of Core Business Processes with Business Use Cases
- Putting it All Together

Designing the Process

- Defining Process Objectives
- Defining Inputs and Outputs
- Defining Triggers
- Defining Activities
- Defining Interactions with other Processes

Business Process Modeling (BPM) in Practice

- Learning Objectives
- About BPM Theory
- BPM Design Patterns

Basic Patterns
Branch and Join Patterns
Structural Patterns
Multiple Instances Pattern
State Based Patterns
Cancellation Patterns
A Complete Example
Key Performance Measures
About Metrics, Process Maturity and Critical Success Factors
The Need for Performance Measurement
Understanding Performance Indicators: KPIs, PIs, and KRIs
Using Indicators in a Practical Context: The 10/80/10 Rule
Management Methods for Performance Measurement
A Practical Approach to Implementing KPIs
A Few Tips and Tricks
Process Development
Using Metrics to Justify and Intervene
Identifying Areas that Need Improvement
Strategies for Modifying the Existing Process
Designing the New Process
Designing KPIs for the New Process
Testing the New Process
Preparing for Deployment