

# Process Training: Processes for Performance & Predictability (SIPRO, 2 jours)

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## Description

The course Processes for Performance & Predictability (Process Training) explores the practical elements of process design & management. The training covers process management terminology & concepts and includes everything that you need to design, implement & monitor business processes within your organization.

## Tarifs

- Tarification: \$1,500/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

## Plan de cours

### Understanding Processes

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Process Definition

The Importance of the People and Process Separation

What are the Attributes of a Process?

The Difference between a Process and a Procedure

What are the Benefits of Proper Process Implementation?

What are the Major Resistance Points to Process Adoption?

Common Mistakes

Best Practices

### Deigning Processes

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Defining the Objective and the Scope

Defining Inputs and Outputs

Understanding Triggers

Defining Activities and Flow

Defining Roles and Responsibilities

Defining Sub-Processes

An Introduction to Modeling Notation

### Implementing Process

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Understanding the Status Quo

Identifying the Major Gaps

Preparing a Plan for Process Implementation

About Successful Change: Keep it Simple

Identifying a Project Champion

Ensuring proper Monitoring

Formulating a Communication Strategy

Measuring Results: Introducing KPIs

### Measuring Performance

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The Art of Process Measurement

What are we Measuring: Service, Process or Technology?

About KPIs, KRIs and PIs: The 80-20 Rule

A Formal Definition of Key Performance Indicator (KPI)

Identifying Process KPIs

Implementing the Measurement Systems

### A Complete Process Example

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