MetaPERFORMANCE

Process Improvement Course

Format:	Pre-requites:	Audience:
Instructor led, with practical exercises for the delegates to test each new tool or technique in the classroom environment.	Advanced BA (within 12 months)	Analysts, Product Developers or any information systems or business professional actively involved in producing a business requirements definition or product development or process improvement / engineering.

Course Description:

A large amount of emphasis is currently being placed on **Business Process Management (BPM),** in this short course; the learner will be shown that **Business Process Improvement (BPI)** is the reason for implementing any BPM exercise. The purpose of any BPI program is to **develop Business Process improvement as a key strategy and management tool** capable of supporting the organisations Mission/Vision/Goals and Objectives. BPI's goal is to dramatically improve the quality, availability, effectiveness and cost-effectiveness of Business processes. BPI is focused on completely Understanding the customer's needs, identifying how best to meet those needs and then inventing the value stream of processes to get you there. BPM is the implementing the processes defined in the BPI project, but more importantly looking at a **continuous improvement programme post-implementation**.

Course Outline:

After completing this module the delegate will be able to:

- ✓ Understand the difference between Business Process Improvement, Business Process Re-engineering
- ✓ Business Process Management
- ✓ Understand various approaches that can be used to understand BPI
- ✓ Apply the Drivers to Corporate Culture Change
- ✓ Define the scope of study for any BPI project
- ✓ Understand the influencing elements of Business Process Improvement
- ✓ Understand how data influences Business Process Improvement
- ✓ Produce benchmark statistics via Activity Based Costing
- ✓ Define a Business Case for BPI Projects
- ✓ Understand the Implementation Issues surrounding BPI
- ✓ Ability to implement a change management plan for Business Process Management.
- ✓ Understand the CMM (Capability Maturity Model) for continued organisation growth.

Each delegate will receive:

- Training Material Hand-out
- A case study example of the deliverables required from the analysis effort
- Certificate of Completion