

# Business Process Management

## Introduction

Business processes are the production lines of the new economy. When they fail us, our products and services fail our customers, and our business fails its stakeholders. The more organisations change, the more they must concern themselves with their stakeholder relationships, and the design and management of their processes so that organisations, people and technologies have a common business purpose.

## Objectives

This intensive two-day programme focuses on the essential skills business people require to analyse and redesign their processes driven by a strategic and stakeholder requirements:

- Develop a business process strategy to meet stakeholder needs.
- Analyse, improve, design and develop processes to meet stakeholder needs.
- Align technology, organisation, and facilities with the business process strategy and design.
- Apply their knowledge to manage process projects effectively.
- Identify, clarify and manage business benefits arising from process change.

## Course content

The course contains a number of exercises mainly based around a case study that will reinforce the learning of delegates.

- Introduction
- Critical success factors for effective process renewal.
- Business Process Management Methodology
- Determining the business process strategy
  - ⇒ business context
  - ⇒ stakeholder requirements
  - ⇒ core, guiding and enabling processes
  - ⇒ process architecture
  - ⇒ process priorities
- Project organisation and governance
- Process mapping
- Analysing the existing processes and their performance — identifying value add
- Renewing the process design
- Developing the process - enabling, supporting and controlling capabilities.
- Verifying the new or renewed processes
- Aligning the organisation structure & job roles.
- Implementing the new or renewed processes
- Operating the new processes and continuous improvement.
- Developing a Benefits Map and scorecard
- Managing Benefits delivery

## Who should attend?

Business and IT executives, managers, project managers and team managers who will be involved in defining a process strategy, and/or analysing and redesigning their business processes.

## Follow-up coaching and customisation

To initially help individuals get started coaching support is available. The coaching is focused on the business transformation projects that you are planning or are already in progress. The course can also be customised to meet specific client requirements, e.g. using client process initiatives as the basis for exercises.

## Further information

Please contact Denis Mahoney at Business Transformation (Training and Coaching) on 07766 333294 or be email at [denis.mahoney@business-transform.co.uk](mailto:denis.mahoney@business-transform.co.uk).