Course: Business Process Mapping, Analysis, Re-engineering and Quality Management

Contact Hours: 18

Pre-requisite: None

Abstract

This course will provide participants with an excellent working knowledge of the processes, principles and techniques involved in the theory and application of process mapping techniques aligned to international standards and based on proven industry practice. It will enable the participant the ability to practice in the real world. Participants would be able to effectively develop business process re-engineering and transformation plans including process maps.

Target Audience

Business professionals and owners, project management personnel, engineers, attorneys, analysts, ICT personnel, change professionals, members of transformation teams, quality professionals, students and anyone involved in mapping processes and business re-engineering and transformation.

Learning Outcomes

On completion of this course, learners will be able to:

1. Explain concepts, techniques, conventions and best practices of business process mapping and re-engineering /transformation
2. Develop a variety of process maps to international standards utilizing software tools
3. Facilitate varied stakeholders groups towards fusing process maps for business reengineering/transformation
4. Apply value engineering and six sigma techniques to process mapping
5. Scientifically improve current processes based on proven transformation techniques
6. Develop business re-engineering and transformation project plans
7. Perform value chain analyses and process simulations
8. Leverage real world examples and knowledge via an intensive project

Course Content

**Learning Outcome 1:** Explain concepts, techniques, conventions and best practices of business process mapping and re-engineering /transformation.
Concepts, techniques, conventions of process mapping as aligned to international standards
- Practice assignments
- Examination of global best practices via case studies

**Learning Outcome 2:** Develop a variety of process maps to international standards utilizing software tools
- Practice of techniques in developing “as is” and “to be” process maps
- Use of software tools
- Selection of appropriate software tools
- Practice assignments

**Learning Outcome 3:** Facilitate varied stakeholders groups towards fusing process maps for business re-engineering /transformation
- Stakeholder Analysis and engagement
- Understanding stakeholder communications
- Facilitation techniques

**Learning Outcome 4:** Apply value engineering and six sigma techniques to process mapping
- Key concepts, techniques and best practices of Value Engineering
- Developing F.A.S.T models
- Six Sigma overview as it relates to business process re-engineering and transformation
- Application of Six Sigma case studies

**Learning Outcome 5:** Scientifically improve current processes based on proven transformation techniques
- Analysis of “as is” processes
• Key process metrics and calculations
• Development of “to be” process
• Use of root cause and other diagnostic tools

**Learning Outcome 6:** Develop business re-engineering and transformation project plans
• Use of project management tools and techniques
• Understanding change management
• Developing the business process re-engineering and transformation journey
• Execution, control and close-out of the plan
• Continuous improvement techniques
• Metrics and analyses

**Learning Outcome 7:** Perform value chain analyses and process simulations
• Understand key concepts, techniques and international best practices of value chain analyses
• Develop value chains for any business and industry
• Link processes to value chains from strategic level to operational metrics
• Understand how to simulate process
• Analyses results of process simulations
• Adjust processes

**Learning Outcome 8:** Leverage real world examples and knowledge via an intensive project
• Examine a variety of case studies collectively
• Apply learnings to develop a real world business process re-engineering and transformation plan
• Develop “as is” and “to be” processes for plan
• Present plan