

Meeting the Challenges of Operation Efficiency



Why do so many process projects fail today? Why are values not returned on investments? Unfortunately, many projects are not properly focused or have poor requirements. Process Analysis is the starting point for any enterprise improvement and transformation effort. Process mapping is one of the key methods of improving business performance today. Process management forms the basis of enterprise transformation, integration within the enterprise and integration across enterprises. It can be the foundation of e-commerce and enterprise performance improvement. A key result of process management is achieving a lean and more flexible enterprise, one that is less expensive and easier to restructure than the existing enterprise.

Process Weaving

Context Analysis

Process Mapping

Process Measures

This seminar explains the most current techniques of process analysis, mapping and modeling. It covers the different flows for processes such as document, work, e-commerce and analytics. It is no longer enough to simply document processes; they must be managed for reuse in different enterprise situations, such as benchmarking. The successful deployment of processes requires assessing the context of the process and its business impact. Analysis techniques differ greatly and new modeling tools can help the success of an enterprise considerably. Various examples of flow are provided throughout the seminar. In addition, demonstrations will reveal the advantage of process tools as they are used today.

Who should attend: Business process teams, Business planners, Process Analysts, Managers, Professionals, IT Specialists, Business Analysts and IT Architects.

Quantity and choice of modules is adjusted to fit the educational needs and time frames

Process Analysis and Mapping

Available Modules

Module 1: Overview – Business Process Mapping Today

- Course Objectives and Structure
- The BPM Concept
- A Little History on BPM
- BPM Methodology Overview
- Where Do You Start?

Exercise - BPM readiness

Module 2: Process Requirements

- Business Process Analysis: - Classifying Processes
- The 7 Types of Flows
- Process Requirements
- Documenting Requirements
- Processes and Knowledge

Exercise – Developing process requirements.

Module 3: BPMN – Business Process Modeling and Notation

- The Reason for BPMN
- A Documentation History
- Process Characteristics
- Swim Lanes and Pools
- Preparing a Diagram

Demonstration – A process modeling product.

Module 4: Processes Mapping Method

- Identifying the Core Processes
- Process Documentation Techniques
- Process Mapping Techniques
- Identifying Process Levels

Exercise – Documenting a process.

Module 5: Process Measurement

- Types of Measures
- ‘As Is’ and ‘To Be’ Measurement
- Diagnostic Vs. Performance Measures
- Measures and Best Practices

Demonstration – Measures and simulation

Module 6: Developing Workflows

- Workflow Concepts
- Workflow Techniques
- Measuring Workflows
- Building Complex Workflows

Exercise – From process to workflow

Module 7: Process Weaving

- Creating Complex Processes
- Identifying Connection Points
- Reconciling Names (Metadata)
- Assembling Large Functions

Exercise – Connecting processes

Module 8: Process and Organizations

- Determining Process Context – the Four Views
- Relating Processes and Organizations
- Assessing the Impact of the Relationship
- Relating People to Processes with Impact

Exercise – Assessing impact of people to processes

Module 9: Process and Documents

- The Document Flow Concept
- Document Flow Techniques
- Measuring Document Flows
- The Process Context of Documents

Exercise – Document Flows and Process Context

Module 10: Process and Locations

- Relating Processes and Locations
- Identifying Where the Work is Done
- Assessing the Impact of Location Change

Demonstration – A process analysis product

Module 11: Process and Technology

- The Technology Model and Architecture
- Relating Processes and Technology
- Assessing the Impact of Technology Change
- Integrating the Four Context Views

Exercise – Assessing processes and location impact

Module 12: Migration To-Be’ Input

- Defining Key and Transformation
- Organizing the ‘As-Is’ Document
- Preparing the Process Requirements
- Preparing the Migration Plan

Exercise – Designing a new process

Module 13: Choosing a Process Tool

- Tool Used for Business Process Management
- The Tool Evaluation Checklist
- Tool Examples

Exercise – A process modeling tool checklist

Module 14: Process Management and Governance

- Process Management Concepts
- PM Methodology
- The Process Analysis Repository
- Managing Process Metadata

Demonstration – A process management tool

Module 15: Managing the Process Project

- Creating a Plan
- Roles, Responsibilities and Capabilities
- Quality Control

Exercise – Wrap up and final questions