

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 core concepts in documenting and improving the processes of the enterprise. The seminar includes the idea of process excellence and the center of excellence for processes. 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

Section 1: Overview – Business Process Mapping Today

- Course Objectives and structure
- The BPM concept
- A little history on BPM
- BPM Methodology overview
- Enterprise analysis concepts
- Where do you start?

Demonstration – Documenting a Process

Section 2: Core Techniques of Processes Mapping

- Process representation - The 7 types of flows
- Identifying the Core Processes
- Process documentation techniques
- Process mapping technique
- Identifying process levels

Exercise – Documenting a Process

Section 3: Process Analysis

- Business process analysis
- Improvement strategies
- Hidden and rogue processes
- Process Improvement Strategies
- Processes and knowledge

Exercise – Improving a process

Section 4: BPMN – Business Process Modeling Notation

- The reason for BPMN
- A little documentation history
- Basic components
- Process characteristics
- Swim lanes and pools
- Preparing a diagram

Demonstration – Preparing a BPMN Diagram.

Section 5: Process Requirements

- Business process analysis
- Gathering requirements
- Process requirements
- Documenting requirements
- Non – functional requirements

Discussion – The Process Audit – Lessons Learned

Section 6: Process enabler requirements

- Processes and enablers
- Identifying enablers
- Developing enabler requirements
- Analyzing key enablers
- The knowledge enabler

Exercise – Analyzing Process Enablers.

Section 7: Process Analytics and Measurement

- Types of measures,
monetary, quantitative and descriptive
- Business strategy & process performance
- ‘As Is’ and ‘To Be’ measurement
- Diagnostic vs. performance measures
- Process quality measures
- Measures and best practices

Demonstration – Measures and Simulation

Section 8: Process Simplification and Integration

- Techniques of integration
- Integrating basic processes
- Balancing efficiency and effectiveness
- Flow simplification and its issues
- Integrating across partners and customers

Exercise – End to End Integration

Section 9: Process Consolidation

- Common or standard processes
- Issues with consolidation
- The consolidation technique
- Measuring efficiency and effectiveness
- Issues in implementing a common process

Discussion – The commoditization of processes

Section 10: Process Risk versus Yield Analysis

- Defining process context
- Creating context matrices
- Identifying performance factors
- Composite performance analysis
- The risk – yield 4 box

Demonstration – Risk/Yield Analysis

Section 11: Deployment and Implementation

- Organizing the ‘As – Is’ document
- Preparing the ‘To – Be’ input
- Identifying process migration strategies
- Assessing alternatives
- The process project

Exercise – A tool selection checklist

Section 12: Achieving Process Excellence (MPE)

- Defining process excellence
- Reference models and processes
- Process governance
- Technology and processes
- Hidden and emergent processes

Exercise – Final Questions and Wrap