



*Training Course:  
Fundamentals of Business Process Management*

*9 - 13 September 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Fundamentals of Business Process Management

Training Course code: MA234928 From: 9 - 13 September 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5250 € Euro

### Analyze, Document, and Redesign Processes for Dramatic Improvement

#### Introduction

All organizations rely on business processes - a collection of connected decisions and tasks that transform inputs into outputs - for most of their activities. Although designing and managing these processes effectively is of great strategic and tactical importance, many organizations face significant hurdles in mapping, measuring, and implementing processes for continuous high-quality results.

This training program draws on proven process management concepts and practices to help you build a framework for continuous improvement in your organization. Identify process improvement opportunities, and get applied experience in process mapping, lean management, and other scientific methods for effective process management. Construct robust metrics that allow you to measure the status of any process in real-time. Maintain effective controls for optimizing capacity and managing process variability, risk, and change. Strengthen your leadership skills for supporting a culture that delivers ongoing improvement results.

#### Training Objectives

At the end of this training program, participants will be able to:

- Create elegant processes that can help you do more with less.
- Employ diagnostic tools to identify and fix broken processes, structural problems, system disconnects, and problematic people issues.
- Pinpoint the processes most in need of immediate attention.
- Apply rigorous problem-solving practices to plan and implement process improvements.
- Allocate resources and capacity optimally to processes.
- Capture vital metrics on costs, timing, and quality.
- Turn staff frustration into ideas to improve processes, people, and systems.
- Eliminate duplication and bureaucracy.
- Delve into the details of tasks and procedures to spot problems.
- Select, organize and lead your process improvement efforts.
- Demonstrate cost savings and return on investment opportunities to senior management.
- Develop powerful leadership skills to improve the competencies of your people.

#### Personal Benefits

The interactive format allows you to practice the powerful tools described in the program on your own process issues. You will explore multiple ideas on how to design processes for real-world results, and leave with an action plan to strengthen your processes and establish an environment of ongoing process improvement in your organization.

#### Target Audience

This training program is designed for those who want hands-on experience in process mapping and improvement, such as:

- Process improvement teams or task forces
- Department heads
- Quality and operations professionals
- Managers and supervisors
- BPM practitioners
- Executives
- Business Analysts
- Business Process Analysts
- Business Process Managers
- Project Managers
- Business Architects
- Process improvement team members
- Line of business managers and supervisors

## Training Content

### Overview

- Introduction to BPM
- BPM Key Concepts
  
- The role of business processes in organizations
- Defining an organization: people, processes, systems, and structure
- Where do most organizational problems originate?

### Process Types and Product/Service Requirements

- Types of process
- Industry, product, and service classifications

### Diagnosing a Process

- How to identify a broken process
- Selecting a process for redesign

### Process Mapping

- The five main advantages of process mapping
- The four types of information captured in a process map
- Flowcharting symbols and how to use them
- Types of process maps: macro level flow chart, functional-activity level flow chart, task, and procedural level

### Constructing a Functional-Activity Flow Chart

- Identifying and reducing staff frustrations
- Eliminating bottlenecks and bureaucracy
- Selecting high-impact ideas to be implemented immediately

### Process Metrics and Basic Process Theory

- Gathering cycle time, process time, and wait time data
- Little's Law
- Using Activity Based Costing to calculate true profitability, creating a bridge to strategic planning
- Effect of variability
- Quality costs: calculating the cost of poor quality, using quality improvement and basic lean and Six Sigma tools

#### Process Design Principles

- Work and information flow
- Matching process to desired outputs
- Designing reliable processes

#### Implementing Process Improvement

- A step-by-step process redesign methodology
- Five implementation options
- Overcoming common process improvement obstacles

#### Integrating Process Improvements in Your Organization

- Mapping process improvements in your organization
- Building the right team
- Using liberating structures to generate support and engagement

## Registration form on the Training Course: Fundamentals of Business Process Management

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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