

# Bringing About Changes in Business Processes

Work Processes - Changing and Adapting for Maximum Performance

## Introduction

The requirement of controlling and influencing changes to company processes is examined in this training course on accomplishing business process transformation. It also explains how process modelling, mapping, and analysis are all components of a wider framework for attaining improved quality. To maximise work and boost productivity, it is vital to comprehend business process management.

Participants in this training course will learn about the fundamentals of process mapping and the vital success elements of consistently enhancing your operations. It explains how to create and continually enhance a range of process types and offers a useful foundation for you to comprehend and model business processes. You will learn how to correctly model business processes at both the enterprise and specific workflow levels in this very engaging, high-energy course on achieving business process change.

**The following will be covered in this Course N Carry Achieving Business Process Change training course:**

- The methodology, approaches, and procedures used in business process analysis
- How to create and analyse business processes using models in order to make changes
- Implementing modified (improved) business procedures
- Tracking the effectiveness of improved or redesigned procedures
- Maximising the performance of redesigned or modified processes

## Objectives

**Upon completion of this training programme on Achieving Business Process Change, you will be able to:**

- Describe the distinction between internal and external values that influence an organization's business process management.
- Utilise design thinking and creative thinking techniques to enhance processes.
- Create plans on how to use BPM in your company or place of employment.
- Recognise how to apply the business process life cycle to the creation or improvement of an existing process.
- Execute and oversee process modifications.

## Training Methodology

In order to make sure that business process models appropriately represent reality and take stakeholder expectations into account, the Achieving Business Process Change training course also offers a step-by-step methodology for process analysis. The principles are explained using a combination of brief, targeted lectures and hands-on learning workshops.

In these sessions, case studies and real-world examples are used to apply the information learned. Through case studies, group work, participant discussion, and facilitator involvement, the approaches and procedures may be learned quickly.

## Organizational impacts

**Businesses who send delegates to the training course Achieving Business Process Change will benefit in the following ways:**

- Realising how important processes are to a business.
- Understanding the function of technology in process control
- Determining how Six Sigma and Lean methodologies may help with process management and improvement.
- Removing waste and redundancy using a range of instruments and methods
- Managing businesses efficiently via improved procedures and providing pertinent job documents and processes

## Personal Impact

**Participants in this Course N Carry training programme on achieving business process change will be able to:**

- Recognise the significance of Business Process Management & Improvement (BPMI) and comprehend the fundamental ideas of business process mapping, analysis, and modelling.
- Create business process models with the appropriate amount of information to facilitate organisational responsibility analysis, readability, and comprehension.
- Utilise best practices to comprehensively assess, precisely measure, and cogently map work activities and business processes across your firm.
- Provide relevant process and task documentation, rethink enhanced procedures, and provide process improvements suggestions to ensure their company is run efficiently.
- Evaluate the possible response to process modifications and oversee them inside the company.

## Who should attend?

Anyone who wants to learn how to use the tools and practices of Business Processes Management & Improvement (BPMI) to enhance the performance of their business would benefit from attending our Achieving Business Process Change training course.

## **A broad variety of professions may benefit immensely from this training course on Achieving Business Process Change, but in particular:**

- Manager of Business Processes, Advisor, Owner, Specialist, Executive, Engineer, Designer
- Project Manager for BPM
- Analyst for Business
- Manager/Analyst for Business Systems
- Manager, Analyst, or Specialist in Quality Assurance
- Business Architect
- Planner for Business
- Supervisor of Projects

## **Course Outline**

### **Day 1**

#### **Overview and Introduction to Business Process Analysis**

- "Business processes" and "business process analysis": what are they?
- The steps of business process management and the context of business process analysis.
- The duties and obligations of a "business process analyst"
- Recognising "business processes" inside establishments
- Setting priorities for corporate procedures to get better results
- Business process re-engineering: What is it?
- Model of business process re-engineering

### **Day 2**

#### **Creating and Simulating Business Procedures**

- Components of a business process: an analytical checklist
- Clearly stating your issue
- Tools & Techniques for Business Process Modelling
- Analysing business processes "as-is" via modelling
- Finding areas for improvement
- Creating improved "To-be" process models

### **Day 3**

#### **Implementing Better Procedures**

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- Investigating automation
- Process automation
- Recognising business regulations
- Creating Links
- Workflow engines' function

## Day 4

### Tracking the Effectiveness of Redesigned Procedures

- Putting process performance measures into action
- Business activity monitoring (BAM): what is it?
- Balanced Scorecard
- Creating Balanced Scorecard
- Finding holes in process mining

## Day 5

### Performance of the Optimisation Process

- Process optimisation: What is it?
- Enhancement of business processes
- Overview of the lean methodology
- Optimising process performance using the lean six sigma methodology.
- Managing Changes