

Course Overview:

Business processes are the production lines of the new economy. When they fail us, our products and services fail our customers, and our business fails its stakeholders. The more organisations change, the more they must concern themselves with their stakeholder relationships, and the design and management of their processes so that organisations, people and technologies have a common business purpose.

Course Objective:

- Develop a business process strategy.
- Analyse, improve, design and develop processes
- Align technology, organisation, and facilities with the business process strategy and design
- Apply their knowledge to manage process projects effectively.
- Identify, clarify and manage business benefits arising from process change

Course Outline:

- Introduction
- Critical success factors for effective process renewal.
- Business Process Management Methodology
- Determining the business process strategy
- Risk management
- Process mapping
- Analysing the existing processes and their performance
- Developing the process - enabling, supporting and controlling capabilities
- Aligning the organisation structure & job roles.
- Implementing the new or renewed processes
- Operating the new processes and continuous improvement.
- Developing a Benefits Map
- Benefits Scorecard
- Managing Benefits delivery

Who Should Attend:

This course is recommended for business and IT executives, Human Resources managers, project managers and team managers who will be involved in analysing and redesigning their business processes.

Training Language:

EN / AR

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation