



BUSINESS PROCESS REDESIGN AND IMPROVEMENT

Three-Day Virtual Course

ABOUT THE COURSE

To remain competitive in today's global economy, businesses need to continuously improve their business processes. Existing processes are usually too costly, too wasteful, and often irrelevant to their intended purpose.

This course on **Business Process Redesign and Improvement** will provide you with the knowledge and skills to analyse, design, transform and manage business processes to achieve breakthrough improvements in effectiveness, efficiency and adaptability. A framework to practically apply the methods and techniques is also provided.

VIRTUAL COURSE PRESENTATION

- Presented live from our virtual classroom using Zoom video conferencing
- Our experienced instructors are OMG® Certified Experts in BPM™
- You will see, hear and be able to talk to our instructors as well as ask questions live and participate in discussions
- Attend the course at your home or office – all you need is a computer and internet connection
- The course includes a practical exam which when passed you will receive a Certificate of Competency.

DATE: 24 -26 June 2024

VENUE: Viewpoint Virtual Studio

TIMES: 09:00-15:00 SAST

FEES: ZAR 14,145.00 per delegate including VAT

REGISTRATION: Return registration form to
cathym@viewpoint.co.za or register online at
www.viewpoint.co.za

ENQUIRIES:

Tel: 087 135 2507 or 083 226 1588

WHO SHOULD ATTEND

Business Process Analysts, Business Analysts, Business Managers, Information Technology Professionals, Process Owners, BPM Project Leaders, BPM Project Team Members, Quality Specialists, Compliance Officers, all those responsible for business process redesign and improvement in all industries.

COURSE ACCREDITATION

This course is aligned with the Guide to the Business Process Management Common Body of Knowledge (BPM CBOK®) Version 4.0

COURSE CONTENT

Aligning Business Processes with Business Strategy

- Identifying strategic choices
- The seven elements of a strategic plan
- Using the Business Process Integration Triangle

Defining Business Process Architecture

- Identifying major business processes
- Defining process boundaries and scope
- Classifying business processes
- Generic process architecture models

Selecting Processes for Improvement

- Process selection criteria
- Process selection techniques

Understanding the Existing Process

- Identifying process components
- Diagnosing the health of the process
- Measuring process performance

Understanding Process Customer Requirements

- The three main process customer types
- Relating process attributes to customer requirements
- The three levels of process customer satisfaction

Improving the Process

- Creating the process vision
- Using the Process Improvement Wheel
- Applying the six process improvement techniques

Building the To-Be Process Model

- 10 steps to document the to-be process model
- Applying the 10 steps to a practical example

Transforming the Process

- Aligning human resource process enablers
- Harnessing process automation technology
- Approaches to process change

Practical hands-on exercises and case studies are given throughout the course.

REGISTRATION FORM

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To register please complete this form and return to cathym@viewpoint.co.za

We wish to register the following delegates:

DELEGATE 1:

Course date: _____

First Names: _____ Preferred Name: _____

Surname: _____

Cell No: _____ Email: _____

Position in Company: _____

DELEGATE 2:

Course date: _____

First Names: _____ Preferred Name: _____

Surname: _____

Cell No: _____ Email: _____

Position in Company: _____

COMPANY

Name of Company: _____

Company VAT Number: _____

Postal Address: _____

Postal Address: _____

Contact Person: _____ Tel: _____

Email: _____ Cell: _____