Tel +44 20 4571 2395
info@siliconbeachtraining.co.uk

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.

But our business processes already work!

For many organisations, improving business processes is something which is always on the "things we'll get round to list" - where the prevailing attitude is "well, they work OK at the moment" or "we've always done things like this".

That's all very well, and your processes may well work 'OK' - but if you're not looking to continually improve the way you work and your competitors are, you're actually moving backwards.

By identifying your business' overall objectives and continually reviewing, mapping and improving your processes to ensure that they are contributing to your goals (and in a way that makes the best use of your resources) - you will be able to stay competitive.

We also provide in-company **Business Process Management courses.** Call +44 (0)1273 622272 to discuss.

Course Objectives

This intensive one-day **Business Process Management** course focuses on the essential skills business people require to analyse and redesign their processes.

- Develop a business process strategy to meet stakeholder needs.
- Analyse, improve, design and develop processes to meet stakeholder needs.
- 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

Understanding The Terms

Tel +44 20 4571 2395
info@siliconbeachtraining.co.uk

The Steps of Business Process Mapping

- The Steps for Effective Process Mapping
- 'As is' and 'to be' Processes

Mapping a Business Activity

- Defining the Start, End and Purpose of a Business Activity
- Defining the Key Elements – Tasks, Decisions, Inputs and Outputs
- Business Activity Definition Forms
- Part 1: Case study
- Mapping Methods – Brown Paper Analysis
- Part 2: Case Study
- Using the Mapping Symbols
- Part 3: Case Study

The Detail Behind the Processes

- Workshop Facilitation Skills
- Titles and Numbering
- Recording the Key Information – Tasks, Decisions, Inputs, Outputs, Constraints and Dependencies
- Process Definition Forms
- Part 4: Case Study

Assigning Control and Responsibilities

- Working Out Who Does What
- Using Swim Lanes in Process Maps
- Part 5: Case Study

Process Analysis

- Finding Problems, Bottlenecks and Inefficiencies
- Part 6: Case Study

Creating 'to be' Processes

- Reasons for Change
- Changing Processes
- Part 7: Case Study

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.

This intensive one-day **Business Process Management training** course is one of our Six