Business Process Analysis, Innovation and Design

YOU WILL LEARN TO:
• Avoid the management “dead zone” lurking in every process redesign project
• Facilitate a paradigm shift within your organisation
• Set realistic “stretch targets” for the transition
• Evaluate the organisation culture’s readiness for change
• Maintain a constancy of purpose despite declining morale and hostile attitudes in some stakeholders
• Assess the effectiveness of current processes
• Reinvent effective processes for the future

COURSE SYNOPSIS
To survive in the twenty-first century, organisations must become lean, flexible, innovative and customer-driven. To do this, most companies need to analyse and redesign core business processes. They must abandon old ideas about how organisations should be managed and rethink how to do things faster, better, cheaper—or whether to do them at all.

Business process analysis and design, can tremendously improve an organisation’s productivity, profitability, responsiveness and customer satisfaction.

Learn practical techniques for designing critical processes in corporations, government agencies and nonprofit organisations at this valuable course. Get answers to fundamental questions about process innovation: what it is, what benefits it affords, and why it necessitates rethinking an organisation’s use of information technology and management control mechanisms.

You will leave the course prepared to begin business process analysis and redesign with realistic expectations and sound strategies that provide a foundation for success.

KEY TOPICS
✓ Defining Business Process Innovation
  • A working definition
  • A model for process invention
  • A business process innovation road map
  • Why organisations are stuck with worn and broken processes
  • Six guidelines for success
✓ Learning by Looking Backward:
  A Historical View
  • The evolution of organisations, the revolution of productivity
  • Deciding when to redesign a process
  • Leaping the curve of process change
  • Making the case for process innovation
✓ Process Analysis and Redesign as a Business Strategy
  • An enterprise model for change
  • Analysing current change strategy
  • Process measurements
  • Process innovation value-added
  • Establishing and prioritising customer requirements
  • Strategic process capability
✓ The Process-Centred Organisation:
  Leadership and Change Acceleration
  • The management “dead zone”
  • The change acceleration model
  • Process innovation and leadership styles
  • Recruiting the process design team
✓ Analysis and Evaluation of Current Systems and Processes
  • Assessing organisational readiness
  • Mapping the existing processes
  • Measuring hidden and visible process costs
  • Process analysis tools
  • Assumption busting
✓ Functional Process Diagnosis
  • Symptoms of process disease
  • Cause-and-effect analysis
  • Improve it, fix it or obliterate it?
  • Picking “low-hanging fruit”
✓ Designing the Optimal Process
  • The return on investment (ROI) of process redesign
  • Breaking away from the old process
  • Templates for process reinvention
  • Process design tools
  • Developing the desired process
  • Linking the new process to the customer
  • Analysing the risk of change and the consequences of doing nothing
  • Anticipating barriers and identifying accelerators
  • Highlighting communication tactics and the “rule of 50s”
✓ Overcoming Resistance to Change
  • Making the benefits real
  • Dealing with fear and anxiety
  • Do not wrestle the crocodiles, drain the swamp
  • Avoid common costly mistakes
  • Celebrate success

YOU WILL LEARN TO:
• Avoid the management “dead zone” lurking in every process redesign project
• Facilitate a paradigm shift within your organisation
• Set realistic “stretch targets” for the transition
• Evaluate the organisation culture’s readiness for change
• Maintain a constancy of purpose despite declining morale and hostile attitudes in some stakeholders
• Assess the effectiveness of current processes
• Reinvent effective processes for the future

COURSE SYNOPSIS
To survive in the twenty-first century, organisations must become lean, flexible, innovative and customer-driven. To do this, most companies need to analyse and redesign core business processes. They must abandon old ideas about how organisations should be managed and rethink how to do things faster, better, cheaper—or whether to do them at all.

Business process analysis and design, can tremendously improve an organisation’s productivity, profitability, responsiveness and customer satisfaction.

Learn practical techniques for designing critical processes in corporations, government agencies and nonprofit organisations at this valuable course. Get answers to fundamental questions about process innovation: what it is, what benefits it affords, and why it necessitates rethinking an organisation’s use of information technology and management control mechanisms.

You will leave the course prepared to begin business process analysis and redesign with realistic expectations and sound strategies that provide a foundation for success.