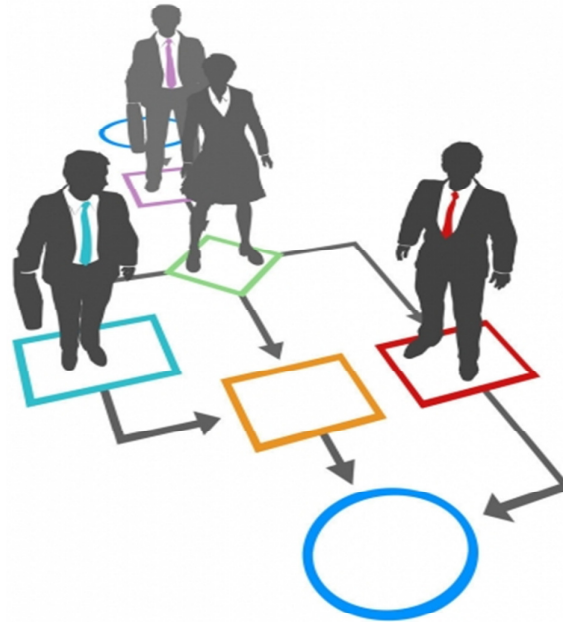# BUSINESS PROCESS MANAGEMENT

COURSE OVERVIEW:

Business Process is one of those apparently simple yet actually quite difficult management concepts to nail down precisely. However before launching any form of process improvement activity we must be able to define what we are addressing.

Are businesses run by functions or departmental activities?

Thinking about things in this way builds an inherent failing into our perception of what we do. It encourages a focus on these functions or departments as we strive to obtain optimum performance, when in fact the optimum can only be achieved by addressing the combination of functions.

Transformative BPM requires new ways of thinking – doing new things in different ways – to achieve breakthrough results in organizational effectiveness and operational efficiency.

This program will ensure that delegates will see how the changes in business processes, supporting technologies and organizational culture come together synergistically to deliver rapid, on-going and sustainable results.

COURSE OBJECTIVES

The objective of this program is not to make delegates experts in BPM but to present the many aspects of Business Process Management which will enable people to move forward and produce actionable sustainable results.

Upon completion of this program delegates will be able to:

- *Develop a Business Process strategy to meet stakeholder needs.*

- *Apply an integrated approach to improve and transform business processes.*

- *Align technology, organization and facilities with a Business Process strategy and design.*
- *Ensure that results are integrated into organizational culture and are sustainable over time.*

- *Identify, clarify and manage business benefits resulting from process change.*

- *Enable analysts, subject matter experts and other stakeholders to challenge and disrupt existing business processes.*

- *Develop critical thinking skills, knowledge and best practice techniques that transform legacy processes into efficient, lean forward facing processes.*

- *Design the future business processes.*

- *Identify and plan to mitigate the risks affecting the new business process.*

WHO SHOULD ATTEND

This course is for all business, technical and subject matter experts and other stakeholders who are interested in mapping, measuring and analysing business processes

COURSE DURATION

5 days

COURSE LANGUAGE

English

PROGRAM METHODOLOGY

The concepts and content of this course are based on years of best practices from the spectrum of industries and subject matter domains across the commercial and public sectors.

The main focus is on how to make changes in present practices and management style to improve productivity, reduce cost, remain competitive, increase profitability and above all, improve employee morale.

COURSE OUTLINE

MODULE 1:   **Introduction to Business Process Change**
The Role of Management
Customers, Competition, Change
Improving Efficiency
BPM versus BPR
Business Process Maturity Model
Transformation from "As Is" to Future-State
Change Lifecycle Model

MODULE 2:   **Business Process Re-Engineering:**
Critical Business Processes
Process Mapping
Business Process Levels
Business Process Modelling Notation
Flowcharting

MODULE 3:   **Business Process Improvement:**
What Triggers Process Improvement?
What is Waste?
Process Maturity
The Five Phases of Process Improvement
Process Mapping
Relationship Mapping
Creating Flowcharts
Designing Swimlanes
Cross-Functional Mapping
Root Cause Analysis
The Stages of Process Mapping

MODULE 4:   **Resistance to Change**
Why we Resist Change
Force-Field Analysis
Planning for Change
Four Types of Resistance
Frameworks and Roadmaps
Myths and Misconceptions

MODULE 5: **Re-Engineering, an Action Strategy:**
Re-Engineering a Process
Six Steps to Action
The Customer Needs Trap
The Process Improvement Plan

MODULE 6: **Building the Process Team:**
Assumptions about Team Management
The Teamwork Model

MODULE 7: **Process Architecture, Modelling & Culture:**
Defining Architecture
Hierarchy
Modelling a Process
The Core Values
Process Improvement Culture
Phases of Culture Change
Process-Focused Leaders
Process Improvement Culture

MODULE 8: **Leading the Process Team:**
Leading the Change Process
Independence Levels
Facilitating Change
Process and Content
Wearing the Right Hat

MODULE 9: **Organizational Integration:**
Picturing the Organization
Opportunities for Improvement
Organizational Effectiveness

MODULE 10: **Getting Started**

FACILITATOR/PRESENTER PROFILE

John B. Straker
M.Sc., P.G.C.E., C. Eng., M.C.I.P.D.
(British National)

John is an U.K. citizen who is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering training programs and undertaking H.R. projects for major corporations on a range of Organizational and Human Resource issues.

As a Principal Specialist in his field, he has extensive worldwide experience implementing performance solutions, graduate development programs, succession plans, establishing 'greenfield' H.R. functions and creating major management training and development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of multinationals including; Shell, Chevron/Texaco (Kuwait), Caltex (Bahrain), Foster-Wheeler (Yanbu) etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East.

Work Experiences in the Middle East and Qatar

2012 Negotiation Skills for QP

2012 Leadership for QP

2012 Negotiation for QP

2012 Management for QP

2013 Supervisory Skills QAFCO

2013 Leadership for QP

2014 Supervisory Skills for QAFCO

His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Yanbu and Head of Employee Development for Dubai Aluminium.

During his time in Dubai, he created - from a green-field site – the management and graduate development center for the oil, gas and aluminium industries. The Centre was opened by H.R.H. Princess Anne and recognized by the World Bank as one of the most advanced centers for HRD in the Middle East. Later in his career, he established the Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently, he now conducts programs in Qatar, UAE, Bahrain, Oman and Saudi Arabia in a range of management and supervisory programs and human resources plus undertaking H.R. projects to help organizations improve performance at the individual and organizational level. **His interests lie in developing potential in all employees by creating a highly interactive learning environment**.

John, therefore, conducts programs that are action oriented in style, with group and individual participation. His aim is to deliver programs that meet the organizational needs with the goal of achieving business results.