

BASICS BUSINESS PROCESS, ANALYSIS, MAPPING & MODELLING



القاعة للإستشارات
CASTLE CONSULTANCY

Key topics to cover

Business Process Mapping Today (BPM)
Process Requirements & Knowledge Transfer
Business Process Modelling & Notation (BPMN)
Process Mapping Method
Business Process Re-engineering
Process Weaving
Process Management & Method
Process & Documents (Appendix)
Process & Locations
Process & Technology
Planning, processing and managing change
Putting numbers to process – basic statistics
Sample process and procedures

As technology advances, new and innovative processes and process requirements are flourishing and so creating the need for the foreboding task of updating and simplifying project proposals. Whether the projects call for a simply linear process, or a multi-task, multi-faceted, cross-functional task, the utilization of these improvements in process design, with the analysis, mapping and modelling, lead to immediate performance improvement. The course starts with a basic linear process pathway and ends with a complex design focused throughout of the participants own work environment and experience. By the end of the five days, participants will have produced in teams and presented a complex process map the technique of which can be universally applied and used a reference models for future processing tasks and demands.

Course Objectives

- Develop process maps that clearly depict how your business really works
- Learn analysis techniques that quickly identify process gaps
- Discover tactics that you can immediately apply to improve your business processes
- Measure the efficiency and effectiveness of your business processes
- Identify and prioritize your business processes
- Plan, conduct and implement process change
- Become familiar with process analysis tools
- Identify and analyze internal and external cross-functional process interfaces
- Ensure a valid and rapid description of your business processes thanks to a standard, compliant and customer-proven approach

Who should attend?

- Business Analysts
- Business Information Analysts
- Business Performance Staff
- Strategic Planning Staff
- Business Project Staff
- Process and Procedures Analysts
- Business Process Engineers
- Systems Development Staff
- Business Systems Staff Analysts/ Planners
- Information System Staff
- Information Architecture Staff
- Application Staff
- Application Development Staff
- IT Staff/ Analysts/ Programmers
- MIS Analysts
- Quality Staff/ Supervisors/ Coordinators/ Officers

Introduction

What is a business process?

A business process is a set of logically related business activities that combine to deliver something of value (e.g. products, goods, services or information) to a customer.

A typical high-level business process, such as "Develop market" or "Sell to customer", describes the means by which the organization provides value to its customers, without regard to the individual functional departments (e.g. the accounting department) that might be involved. As a result, business processes represent an alternative – and in many ways more powerful – way of looking at an organization and what it does beyond the traditional departmental or functional view.

Business processes can be seen individually, as discrete steps in a business cycle, or collectively as the set of activities that create the value chain of an organization and associate that value chain with the requirements of the customer. It is important to recognize that the "customer" of a business process can be several different things, according to the process's position in the business cycle. For example, the customer of one process could be the next process in the cycle (in which case the output from one process is input to the next, "customer" process). Equally, the customer can be the end purchaser of a product

Course Outline

DAY 1

Module 1 Overview – Business Process Mapping (BPM) Today

- Course objectives and structure
- Business process modelling – (BPM concept)
- Role Activity Diagrams (RAD)
- A brief history of business process flow
- Challenge & facilitation
- Integration and consolidation
- Integrating workflows



- Integrating with colleagues and customers
- Business process modelling
- Process innovation
- BPM methodology overview
- Where do you start?
- Simple process mapping exercise
- Adapters & innovators

Module 2 Process Requirements & Knowledge Transfer

- Data flow diagrams
- Flows & data
- Notation & symbols involved in data flows designs
- System flow charts
- Examples & notation
- Documenting requirements
- Business domain of workflows
- Business Processes – requirements and knowledge
- Documenting requirements
- Processes & knowledge
- Performance models and the balanced scorecard
- Measurement and metrics
- Knowledge & production

DAY TWO

Module 3 Business Process Modelling & Notation (BPMN)

- The reason for BPMN
- Business process modelling & notation
- Basic characteristics and benefits
- A little documentation history
- Basic components
- Process characteristics
- Swim lanes and pools
- Risk analysis

Module 4 Business Process Re-engineering

- Understand the meaning of ‘Re-engineering’
- Insight into the need and benefits of process change
- Measures of performance
- Task, people, structures, cultures and environment
- STEP 7 SWOT analysis
- Technology time line
- The new world of work
- Identifying core processes
- Problems arising out of transactions
- Identifying process levels
- The role of management
- Classical brainstorming – 4 basic rules
- 13 tips for brainstorming

DAY THREE

Module 5 Process Management

- Business process mapping
- Process management & process improvement (BPI)
- From manager to process owner
- The demise of the organizational chart
- Implementation of the BPI
- Factors influencing successful implementation
- Process improvement team
- Process mapping methods
- Delphi techniques
- Group aided decision making
- Preparation of a complex, multi-task, multi-function project

Module 6 Process Weaving

- Secrets of process mapping methods
- Using SIPOC tool
- Examples of basic core processes and maps
- Helicopter view of organizational processes
- Seven steps to identify core business
- Gap analysis
- Strategic dimensions and evaluations
- Strategic planning and process design
- Business alignment process development
- Risk assessment and management in process design
- Integrating risk management into strategy
- Exercise: A critical risk assessment process

Module 7 Planning, processing & managing change

- Change management – avoiding resistance
- Monitoring, reviewing, planning change
- Sensitivity and resistance to change
- Change as a process
- “As is” to “to be” strategies
- Organisations – the basics
- The change cycle
- Force field analysis
- Process and location
- Multiple cause diagram for diagnostic purposes
- Cause and effect diagram
- Six basic imperatives for scrutiny
- Getting started – a practical guide to a mapping technique
- Cause & effect analysis for customer service
- Reasons for resisting change
- Overcoming resistance

Course Review

Course Evaluation