UNIX Trainers & Consultants

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Skills Development for Business Process Improvement and Reengineering

Course Overview:

Today's business environment changes rapidly – change is continuous and at an increasing rate. To become and remain successful and competitive, businesses must continuously improve their processes. Failure to do so is likely to result in higher costs, lower revenues, less motivated employees and fewer satisfied customers Both BPR and BPI essentially aim to improve the system. Business process reengineering involves completely changing the process for an overall different result, which is the opposite of incremental business process improvement. BPR aims at changing the way a process works while BPI is tweaking an existing process to optimize it. But the difference is in the depth of change.

Participants will learn the Integration Definition for Process Modeling (IDEF0) method and the Business Process Diagram notation. Many leading business process-modelling tools use these open modelling standards. They are easy to understand and can be applied to all aspects of business process innovation. These methods facilitate rigorous analysis, creative thinking, and the development of information technology systems

Course Objectives:

At the end of this course, the participants will be able to:

- Analyze the process dimension of the business
- Define the scope of a business process accurately
- Develop an enterprise-level business process model
- Capture and map the details of an existing business process using a model
- Build an integrated model of a defined business process showing its levels of detail
- Obtain the information necessary to build a business process model
- Identify business process improvement opportunities using a model

Course Content:

Topic 1: Understanding Business Processes:

- The horizontal organization versus the vertical organization
- Types of business processes

- Identifying and naming business processes
- Defining business process scope
- How to analyze the components of a business process
- Mapping and modelling business processes – basic concepts
- Practical analysis work

Topic 2: Developing Business Process Models using Business Process Modelling Notation (BPMN)

- The core BPMN elements
- Modelling business process activities
- Describing business process events
- Representing detailed branching and joining logic
- Identifying business process patterns
- Modelling process resources
- Practical business process modelling work

Topic 3: Advanced Business Process Modelling using BPMN:

- Using the BPMN extended element set
- Modeling business process sub-processes
- Business process event types
- Representing resources using pools and lanes
- Message flows and default flows
- Modeling business process exceptions
- Describing process activity attributes
- Advanced business process modelling work

Topic 4: Modelling Processes Using the Integration Definition for Process Modelling (IDEF0)

- Business process architecture
- The business process classification framework
- The IDEF0 modelling method
- Modeling activities and objects
- The five IDEF0 diagram types
- Building the top-level diagram
- Developing decomposition diagrams
- Practical business process modelling work using IDEF0

Topic 5: Improving Business Processes Using Models:

- Analyzing existing business processes
- Eliciting process customer requirements
- Measuring business process performance
- The two stages of business process improvement
- Moving from as-is to to-be models
- Simulating business processes
- Implementing business process changes
- Choosing the right modelling tool

Targeted Groups:

- Business and Systems Analysts
- Information Technology Professionals
- Business Process Redesign Specialists
- BPM Project Leaders
- BPM Project Team Members
- Quality Specialists
- Process Owners
- Business Professionals