

Improving Business Processes

How to conduct a business analysis project

Course benefits:

This workshop addresses the needs of individuals who need to evaluate business processes, and recommend and make changes to improve the efficiency and effectiveness of the organisation. The practical nature of this course ensures that much of the time is spent in workshop mode with attendees being required to think for themselves and to solve problems arising from their work.

Who should attend:

This course is suitable for each of:

- Business Managers and Staff
- Business Analysts

What you will learn:

On successful completion of the course, attendees will be able to:

- Describe business processes
- Use techniques to identify improvements in business processes
- Plan a programme of process improvement and manage the introduction of change

What you will cover:

- Introduction to the Course – Course objectives; some definitions; personal introductions; how to initiate process improvement projects
- Understanding Business Processes – What business processes are; how to describe a business process; the use of diagrams and checklists to ensure understanding of what is done; process objectives; distinguishing efficiency and effectiveness; measuring defects, cycle time, throughput, waste and yield
- Business Events and Event Models – What business events are; context diagrams, what triggers a process and what responses a process will generate; how processes are interrupted and resumed; the event and process list
- Process Decomposition – How to represent the decomposition of processes in the system; components of the diagram; elementary processes and their relationship to business events; what to include in, and exclude from, these diagrams
- Activity Based Costing – How to determine the cost of a business process; fixed and variable costs; cost drivers; activity based management; the profit and added value generated by the process
- Cause and Effect Analysis – How to describe business problems in terms of their causes and effects; quantifying business problems; setting objectives for the solutions to these problems
- Critical Examination – How to critically examine the steps in a business process, and to identify the weaknesses that exist; information needs, exceptions, purpose and success
- Problem Solving – How to use workshop sessions to identify solutions; using the questions 'how? why? what? where? when? and who?' to identify how processes can be changed to enable the objectives to be met

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- Risk Management – Implementing the recommendations of the process improvement project; pitfalls; identifying risks; assessing the probability and impact of risk; the risk management process

How you will learn:

Discussion-based lectures, practical exercises, example forms and worked example solutions all make this course an enjoyable learning experience.

Duration and availability:

2 days non-residential. Public and in-house.