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# Practical Process Improvement and BPR Course Outline

## Learning Objectives

### The Programme at a glance

*A practical course that describes an accepted methodology for improving processes and service delivery. Equally useful for beginners just about to embark on a project and experienced practitioners who are encountering problems*

Process Improvement is recognised as vital tool that is enabling organisations to improve service delivery at the same time as increasing efficiency. This course provides delegates with a framework for conducting process reviews and the main principles for redesigning or re-engineering processes. At the end of the course delegates will understand the need to follow a route map and recognise the importance of involving all stakeholders in the process of BPR. The course is designed to help delegates overcome any difficulties they may have encountered already and to give those new to the subject a clear overview of how it works and the things that must be done to ensure success.

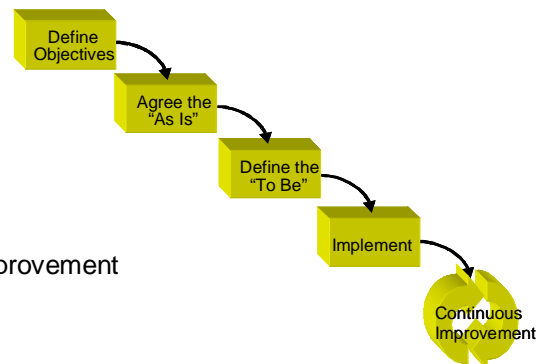
## Course Content

### This course will enable delegates to:

- ü Recognise problems in the processes they operate now
- ü Understand the importance of clear objectives for process improvement
- ü Analyse why current processes add value for customers and why they do not
- ü Present the results of process analysis clearly to senior management
- ü Redesign processes using best practice principles
- ü Develop implementation plans

### The seminar programme sessions are:

1. The Six Truths of Process
2. The BPR Route Map
3. Defining Objectives
4. Agreeing the "As Is"
5. Defining the "To Be"
6. Implementation and Continuous Improvement
7. The Success factors for BPR



This seminar uses a number of exercises to help delegates understand the techniques and share best practice in a supportive environment before going out to start a project in their own organisation.

## Who Will Benefit From Attending?

The course is designed for anybody who has responsibility for improving processes and delivering efficiency savings. Anybody who has tried to conduct process reviews or undertake a BPR exercise and has struggled to gain commitment from others or had limited success in implementation will benefit from this seminar. Equally this seminar is an excellent start point for those who do not have experience of the subject and wish to learn.

## Course Details

4 Price: £250 + VAT per delegate  
4 Course manual included

4 9.30am - 4.00pm  
4 Places limited to 12 people per seminar

For more information call: ( Tel: 0800 545 600 : E-mail: [enquiries@valueadding.com](mailto:enquiries@valueadding.com)