1-Day
Fundamentals of Business Process Reengineering

Description

This course explains the steps to follow when reengineering business processes, and the dimensions of improvement that BPR projects must address: process, people, information, and technology. The course also provides a fast-paced overview of MAXiT, a proven approach to identifying reengineering opportunities, developing reengineering plans, and implementing those plans for breakthrough improvements.

Essential learning for those who are reengineering business processes and want to better understand what it takes to succeed.

Objectives

- To improve the speed, cost, quality, service and service flexibility of business processes.

- To provide a standard task list and way of conducting reengineering projects.

- To provide a common understanding of the reengineering process.

Who Will Benefit

- Leaders or members of reengineering teams
- Industrial engineers
- Systems analysts
- Managers and supervisors
- Directors of Quality, Lean Manufacturing, and Continuous Improvement programs

Timing

Duration: 1 day
(3-day version also available)
Start: 8:00
AM Break: 10:30
Lunch: 12:00 – 1:00
PM Breaks: 2:15 & 3:45
Adjourn   5:00

Course Outline

A. WHAT IS BUSINESS PROCESS REENGINEERING?
- Definitions and terminology.
- Scope of projects and programs.
- Breakthrough examples of benefits & results.
- Discussion problems: Scope, objectives, and sponsorship.
- Checklist of tactics for BPR.
- Ten "get rights" for your steering committee.

B. THE MAXiT APPROACH TO BPR
- Typical approaches to BPR.
- MAXiT: A systematic approach.
- Phases and fundamentals of BPR.
- MAXiT procedures and planning conventions.
- Key Input Data: What you will need.

C. PRACTICAL WORK FLOW ANALYSIS
- Process charting & diagramming techniques.
- Analysis of information and paperwork flow.
- Multi (cross)-functional process charting.
- Functional decomposition.
- The role of data flow & information models.
- Integrated (material & data) flow diagrams.

D. ORGANIZATIONAL & CULTURAL CHANGE
- The "People" side of BPR.
- The components of managing change.
- Human response to change.
- Critical success factors for managing change.

E. THE ROLE OF TECHNOLOGY & SYSTEMS INTEGRATION
- How systems integration enables BPR.
- Locking together BPR and systems development.
- Examples of effective integration.
- The need for architecture and standards.

F. PUTTING IT ALL TOGETHER
- Case exercise: develop a work plan and choose your analytical techniques.
- What top management wants to know before approving your reengineering proposals.
- Complete set of Working Forms for use on your next project.