

“Business Process Re-engineering” Training Program (English Material)

Course Length: 25 Hours @ 5 days

Introduction

Business Process Reengineering means not only change -- but dramatic change. What constitute dramatic change are the overhaul of organizational structures, management systems, employee responsibilities and performance measurements, incentive systems, skills development, and the use of Information Technology. Business Process Reengineering, (BPR) can potentially impact every aspect of how we conduct business today. In this class, you will learn the concept of BPR and how to apply the BPR in a particular case. The tutorial and assignments of the course consists of one project and discussing case studies on issues in an organization by using the concept of BPR. The final examination serve to evaluate the student’s understanding of the concept as well as their ability to apply the knowledge to solve problem related to the business organization.

Objectives

This course aims to:

- Introduce the concept and methodologies of business process improvement and reengineering
- Introduce the available business process improvement standards
- Discuss issues and challenges in improving and reengineering business processes
- Share actual case studies pertaining to business process improvement and reengineering

Course Outcomes

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

- Explain the concept of business process improvement and reengineering and its opportunities
- Describe the method and stages involved in business process improvement and reengineering
- Describe the business process improvement standards
- Identify the challenges in implementing changes to business processes
- Identify the requirements to undertake business process improvement and reengineering
- Apply the acquired methodologies in class projects
- Evaluate the benefits of business process improvement and reengineering
- Identify critical skills needed in a successful business process improvement and reengineering undertaking

Outlines

- Understand the Organization
- Business Process Change
- Business Process Improvement (BPI)
- Business Process Improvement with Six Sigma, CMMI and ISO9001:2000 Standards
- Business Process Reengineering (BPR)
- The BPR methodology
- Business Process Redesign
- Process Implementation
- The Transformation and Managing Change