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المركز العالمي للتدريب والتطوير
International Centre For Training & Development



EXCELLENCE & INNOVATION

in Administrative Processes Re-Engineering and Organizational Re-Building

ISO 9001 | JAS-ANZ | ACTVET Abu Dhabi Centre for Technical and Vocational Education and Training | IAO International Accreditation Organization | Project Management Institute Registered Education Provider | University Of Rockhampton Making the Difference | ilm Recognised Provider

Course Introduction:

Improving business processes is vital for organizations to thrive in today's relentlessly changing and globally competitive marketplace.

One approach that emerged to adapt with the rapid change and dramatic improvement is Business Process Reengineering (BPR).

This approach increases productivity and efficiency through redesign, innovation and the empowerment of modern technology.

This program will enhance your critical skills needed to execute BPR within your organization. The topics covered will enable you to use case driven approaches utilizing proven tools and strategies for successful reengineering initiatives.

Course Objectives:

At the end of the training workshop, participants will be able to:

- Understand the concept of Business Process Reengineering (BPR)
- Identify the benefits of Re-engineering
- Recognize success factors of business reengineering
- Align process design to customer's needs and expectations
- Differentiate analysis from a functional perspective and a process perspective
- Determine the right approaches and strategies in business reengineering
- Restructure internal business work processes
- Ensure proven effective best practices through the application of business models.

Who Should Attend?

- Systems analysts
- Business analysts
- Professionals who spearhead and facilitate projects that entail streamlining, enhancing, remodeling or reengineering key business processes

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Course Outline:

Overview to Business Process Re-engineering (BPR)

- Optimizing competitive advantage through process redesign
- Why the need for Re-Engineering?
- Defining What Re-Engineering Is, and Is Not
- Streamlining and Revenue Generation Goals

Outlining the Business Process

- Discovering core business processes and aligning them to customer's perspectives
- Identifying suitable metrics to measure process performance
- Recognizing business process anti patterns
- Planning a business process using activity diagrams

Optimizing the Payback of Information Technology

- Web-based technology
- E-commerce: B2B and B2C
- Networking through social spaces
- Mapping future proof business systems
- Business intelligence solutions

Re-Structuring the Business Process

Rethinking customer-process frontiers

- Modifying the business process to benefit specific customer types
- Integration of technology opportunities
- Customizing the process
- Satisfying and going beyond customer expectations

Designing new business process using proven effective best practice

- Integrating business models
- Determining process variances
- Evaluating strategic alternatives
- Securing resilient, credible information management

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Course Certificate:

International Center for Training & Development (**ICTD**) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

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