



Business Process Reengineering

25 - 29 Aug 2019
UAE (Dubai)





Business Process Reengineering

Ref.: M8300_44725 **Date:** 25 - 29 Aug 2019 **Location:** UAE (Dubai) - **Fees:** 2500 Euro

Introduction

Business process analysis and modeling is an essential component of Business Process Redesign BPR as well as other business process improvement initiatives such as reengineering, systems development, quality management and continuous process improvement. In this workshop the participants will acquire the knowledge and skills to analyse and accurately model business processes at the enterprise level as well as the detailed workflow level.

Participants will learn the Integration Definition for Process Modeling IDEF0 method and the Business Process Diagram notation. These are open modeling standards that are used by a number of leading business process modeling tools. They are easy to understand and can be applied to all aspects of business process innovation. These methods facilitate rigorous analysis, creative thinking and the development of information technology systems.

Business process analysis and modeling are important because:

- The accurate description of business processes requires rigorous analysis
- Business process models provide a baseline from which to improve
- Analysis and modeling facilitates improvement through uncovering anomalies, redundancies and deficiencies
- Models provide the basis for studying and testing a process design and measuring process outcome
- Business process models transform ephemeral knowledge into a tangible business asset - reusable models that all can understand
- Models provide clear business process definitions for the effective operation of the business.

Objectives

This course aims to enable participants to achieve the following objectives:

- Objectively analyse the process dimension of the business
- Accurately define the scope of a business process
- Develop an enterprise-level business process model
- Capture and map the details of an existing business process using a model
- Build an integrated model of a defined business process showing its levels of detail
- Obtain the information necessary to build a business process model
- Identify business process improvement opportunities using a model

Training Methodology

State-of-the-art business process modeling methods are transferred by means of short, focused presentations which are followed by experiential learning workshop sessions. In these sessions the knowledge gained is applied to real-world examples and case studies. Rapid learning of the methods



and techniques is achieved by means of group work, individual work, participant discussion, facilitator interaction and constructive feedback.

Organisational Impact

- Enable a process-centred organisational culture
- Facilitate radical and continuous improvement in the organisation
- Accurately define the work of the organisation through the use of business process models
- Contribute to the achievement of breakthrough organisational performance
- Enable the effective manage business processes
- Make business processes efficient and adaptable

Personal Impact

- Objectively obtain the right information to build business process models
- Effectively apply best-practice business process modeling techniques
- Be able to analyse business process performance
- Confidently contribute to business process improvement initiatives
- Present business process improvements to ensure stakeholder buy-in
- Implement business process improvements to achieve breakthrough results

Who Should Attend?

- Business and Systems Analysts
- Information Technology Professionals
- Business Process Redesign Specialists
- BPM Project Leaders
- BPM Project Team Members
- Quality Specialists
- Process Owners
- Business Professionals

SEMINAR OUTLINE

DAY 1

Understanding Business Processes

- An introduction to business processes
- The horizontal organisation versus the vertical organization
- Types of business processes
- Identifying and naming business processes
- Defining business process scope



- How to analyse the components of a business process
- Mapping and modelling business processes - basic concepts
- Practical analysis work

DAY 2

Developing Business Process Models using Business Process Modelling Notation BPMN

- An introduction to BPMN
- The core BPMN elements
- Modelling business process activities
- Describing business process events
- Representing detailed branching and joining logic
- Identifying business process patterns
- Modelling process resources
- Practical business process modelling work

DAY 3

Advanced Business Process Modelling using BPMN

- Using the BPMN extended element set
- Modelling business process sub-processes
- Business process event types
- Representing resources using pools and lanes
- Message flows and default flows
- Modelling business process exceptions
- Describing process activity attributes
- Advanced business process modelling work

DAY 4

Modelling Processes Using the Integration Definition for Process Modelling IDEF0

- Business process architecture
- The business process classification framework
- The IDEF0 modelling method
- Modelling activities and objects
- The five IDEF0 diagram types
- Building the top-level diagram
- Developing decomposition diagrams
- Practical business process modelling work using IDEF0

DAY 5



Improving Business Processes Using Models

- Analysing existing business processes
- Eliciting process customer requirements
- Measuring business process performance
- The two stages of business process improvement
- Moving from as-is to to-be models
- Simulating business processes
- Implementing business process changes
- Choosing the right modelling tool