

Process
management –
Excellence in
business



PROCESS MANAGEMENT – EXCELLENCE IN BUSINESS

2-DAY COURSE

Course overview

Have you ever encountered a situation where a company you worked for had faced very serious quality issues with the services provided and you could not tell where the root cause of the problem was? Moreover, you knew that everybody were doing the right thing and all were committed towards the work performed. The customer satisfaction rate was going steadily down despite the company having excellent key performance indicators (KPI).

The goal of this course is to provide participants with comprehensive tools and knowledge enabling them to turn-around the company towards process and quality excellence. Based on long and practical experiences, we have created a unique solution that combines aspects of strategic management, process engineering, cultural change, team management and the performance metric system. Participants will be inspired to live a more intentional and goal orientated business life instead of just being reactive and counter-productive.

During the workshop, the participants, working in small groups, will learn how to implement the content (knowledge & tools) presented by the trainer in their own company environment. The content of the workshop will be unfolded gradually, allowing participants to assimilate its practical application in the future in real life situations.

Course objectives

Course participants will develop skills to enable them to:

- ▶ Design and implement the process value creation streams in their company
- ▶ Integrate the performance goals and metric system in their company
- ▶ Implement the effective process management principles in their company
- ▶ Redesign and optimize the key processes in their company



Who should attend?

Directors, managers, staff and specialists interested or involved in business process transformation, business process optimization and process excellence.

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Agenda

- 1 | Business Process Management: introduction
 - ▶ Difference between process, project and task
 - ▶ Process efficiency, effectiveness and economy (3 E's)
 - ▶ Process value stream
 - ▶ Key roles, expectations and responsibilities in process management. Process owner, process stakeholder, process task manager and process resource
 - ▶ Is 100% quality a myth?
- 2 | From Strategy to Key Performance Indicators
 - ▶ Strategy goals, critical success factors and other necessary conditions - Implementation of Intermediate Objective Map (IO Map) in the company
 - ▶ How to use KPI's effectively in terms of quality, productivity, time, cost and customer service
 - ▶ Economy, Efficiency, Effectiveness - Implementation of the SIPOC tool in the company
- 3 | Business Process Analysis and Optimization
 - ▶ The DMAIC Model - Define, Measure, Analyze, Improve and Control Model
 - ▶ Interference Diagram and Current Reality Tree Tools - Finding the root cause of the problem
 - ▶ As-Is Diagram - Business Process Flow Chart analysis implementation
 - ▶ Injection analysis and TO-BE Flow Chart analysis – Implementing changes and monitoring
- 4 | Management by Objectives and the Control Process
 - ▶ Management by Objectives (MBO) - planned and actual metrics in real time
 - ▶ Resource performance management - Evaluation and execution system implementation
- 5 | Business Process Ongoing Improvement
 - ▶ Business process management review system
 - ▶ Process of the Ongoing Improvement (POOGI) - Process Knowledge Rules implementation
- 6 | Course Q&A session

Contact



**For more information,
please contact our Training Project Coordinator.**



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