

Business Process Reengineering

Introduction:

Business Process Reengineering (BPR) is the fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in key performance indicators like cost, quality, cycle time, and customer satisfaction. The latest information technology is implemented in new designs to provide breakthrough results in the vital performance measures. BPR has gained, over the past decade, wide acceptance as a result of its documented successes. It is proven to be the best response to fierce competitions, demanding customers, and fast changing technologies.

The course material combines the necessary knowledge, latest and proven BPR-related techniques, and the instructor's international and local experiences to provide a comprehensive treatment of BPR. All key BPR concepts will be practically demonstrated to enable attendees to carry out process reengineering when they return back to their workplaces.

Objectives:

The objective of this course is to provide attendees with technical knowledge and practical training on the methodology and tools used for process reengineering. Attendees will gain an appreciation of the wide benefits of reengineering and learn how to achieve them through practical training and discussions of real case studies.

Contents:

Day One: Introduction:

- Important Concepts
- Identifying Improvement Opportunities
- Improvement categories
- Case examples

Day Two: Process Mapping

- Understanding the process
- Flowcharting
- Analyzing the process
- Computer applications in process analysis



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Day Three: The Approach

- Pre-project Stage
- Analysis Stage
- Vision Stage
- Case studies

Day Four: The Approach and the Application:

- Design Stage
- Transition Stage
- Wrap up Stage
- Case studies

Day Five: Implementation Issues

- Developing evaluation criteria
- Change Management
- Brainstorming- Improvement the case example
- Discussion- Implementation issues
- Concluding remarks

Approach:

The course will be covered through:

- Lectures
- Case Studies
- Videos
- Short Exercises

A detailed course manual will be provided.

Expected Outcomes:

Upon finishing this course, participants will:

- Have knowledge of the BPR concepts and methodology.
- Have knowledge of the required BPR tools.
- Be able to model existing systems and processes.
- Be able to propose appropriate process changes.
- Be able to develop BPR implementation plans.

Target Group:

This material will be of greatest benefit to individuals involved in work methods improvement and development in both government and private institutions. This could include engineers, managers, and/or technical professionals.

Language:

- The materials for the trainees will be in English.
- The language of instruction will be in English / Arabic.