

# Dramatic Improvement in Effectiveness, Profitability & Productivity Through Business Process Reengineering

Including Good and Best Management Practices

Covering the Multidiscipline Aspects of Business Process Re-Engineering

2 Week Training Workshop

- ✓ A Step-by-Step Approach for Implementation in Your Department or Organization
- ✓ Why does my Organization Need to BPR?
- ✓ Meet Customer Expectations better than Your Competitors
- ✓ Real World Case Studies

## A 2 Week Training Workshop

### Program Overview

This is a step-by-step approach for BPR Implementation in your Department or Organization. This is a unique program providing very useful analysis and improvement skills for Organization/Department Reorganization.

The program covers three distinctly different management approaches to change.

These are:

1. Process Improvement,
2. Process Redesign and
3. Process Re-engineering.

Need for this program arises from the growing need to meet customer expectations better than our competitors. The steady improvement of products and services - though an important methodology - is no longer sufficient to survive in the global market-place. The need may be for a radical change in the way we work and Business Process Re-engineering (BPR) methodology can help organizations decide if such an approach is necessary and how to make that change.

The growth of BPR has been so rapid and experience so diverse that there is confusion as to what the term covers - this program clarifies the terms. In reality, BPR is the common-sense result of management making use of the new tools of information and other technologies.

### Workshop Content

1. What is Reengineering Really?
2. Why does my Organization Need to BPR?
3. What will be involved in its Implementation for my Organization?

4. The Four Truths: It's Process-Centric, It's Redesign-Ruled, It's Radical, It's Dramatic.
5. Different Reengineering Approaches.
6. Why Must you Reengineer Today? Typical Reasons.
7. Reengineering Vs Rightsizing, Restructuring, TQM, Automation
8. How Drastic Should Your Reengineering Be?
9. Reengineering Tools
10. A Self Test Questionnaire For Your Organization: Are You Ready To Reengineer?
11. A Step-by-Step Methodology for Implementing BPR.
12. Success Stories.
13. Failure Stories.
14. Preparing your BPR Action Plan
15. Workshop 1
16. Outline Action Plan to Implement Improvements based on Program Discussions
17. Workshop 2
18. Advanced Topics - More Details on Above Issues Important for Particular Participant Group (Customization)
19. Action Plan to Implement Improvements based on Program Discussions
20. Program Recommendations

**Differences between Improvement, Redesign and Re-engineering:**

Process redesign is a natural evolution of TQM. It uses many of the traditional techniques of Organization and Method (O M) and Work Study. It differs from earlier approaches in its degree of customer focus and its use of the opportunities available from the development of information technology.

Business Process Re-engineering: Is defined as a ‘fundamental rethink and radical redesign of business processes to achieve dramatic improvements in critical contemporary measures of performance, such as cost, quality, service and speed.

The approach is based on the premise that continuous incremental improvement is not capable of meeting the challenge of the global market-place. To succeed, companies need major breakthroughs in performance and to leapfrog their competitors. BPR aims for dramatic improvements, not small steps to achieve slow and steady progress. Rather than 10 percent improvements, BPR expects to cut product development cycles by 50 per cent, to cut order to delivery times from a month to one day and take 60 percent to 80 percent out of costs, while at the same time improving service levels. That is dramatic change.

**Workshop Objective**

The Aim of Program are to assist your organization and its management with the implementation of BPR and provide an easy step-by-step guide to BPR Implementation process:-

1. Understanding the Concept
2. Setting the Direction
3. Selecting the People
4. Defining “How to go about it?”
5. Wiping the Slate Clean
6. Putting BPR into Practice
7. Continuous improvement
8. Understanding the Implementation Requirements and usual barriers to success.

**This Workshop Approach**

The potential benefits of are enormous. They are not easy to achieve, but there is substantial evidence that it can be effective.

1. A Financial Services Survey Report On Re-engineering At An Insurance Company:-
  1. Administration costs down by 40 percent
  2. Staff turnover down by 58 percent
  3. Claims settlements down by 5 percent
  4. New business applications up by 20 percent
  5. Claims handling time down from 28 days to four days
  6. Customer call-backs down 80 percent
2. In the manufacturing arena equally dramatic results have been achieved:-
  1. Order cycle time down from 33 days to three days
  2. Product development time reduced from 48 months to 10 months
  3. Productivity increased by 60 per cent
  4. These claims are so great that it would be folly to ignore them.

**Case Study: Reengineering at an Auto Manufacturer.**

1. Understanding your Organization in Process Terms. Opportunities for BPR. Critical Success Factors.
2. How Do You Reengineer For Success? Role of Consultants BPR Tools available.
3. BPR Implementation : Step-by-Step Approach.
4. Integrating Technology (including Information Technology) with BPR to produce Business Solutions.
5. The Top Ten Ways to Fail at Reengineering.
6. The Stages, Tasks Activities in Reengineering Implementation. Main Stages:

## Business Process Reengineering Training Program (BPR651-2)

1. Preparation Identification
2. Innovation Vision
3. Process Design
4. Implementation Transformation
5. Assessment
7. The Misconceptions about Reengineering. The Resistance:
  1. Reengineering doesn't work.
  2. Reengineering is nothing new.
  3. Reengineering not sufficiently radical.
  4. Reengineering's dangerous and Inhumane.
  5. We're different.
  6. We can't afford it.
  7. We've been doing it for years.
  8. Reengineering's just another name for downsizing, and downsizing doesn't work.
  9. Reengineering is not for growth.
  10. Reengineering is just common sense.

### Who Should Attend?

All Professionals & Managers  
Supervisors & Managers who wish to Gain an Insight into what it will take to get Superior Performance?

### Program Outcomes and Take-Away/s

Euro Training is in the business of providing practical useful training programs. Programs that

1. Help the participant implement improvements in his organization.
2. Help the participant gain Multi-discipline understanding of the issues so that he can incorporate the needs and expectations of all his stakeholders/ customers in his improvement proposals and actions.
3. Help build a knowledge framework in which job related experience can be caught and remembered as his experience.

### Benefits to Organization

Sending participant/s to this program will benefit the organization in the following ways

1. Quickly makes the participants competent, effective and productive on his job. Useful especially for
  1. Training New employees
  2. Competency Building in Existing Employees Transferred to a New Assignment
  3. Training Prior to a New Project or Initiative Planned in the Organization
2. Create Competency in the employee to perform his job well. including in relation to
  1. Relevant Technical Knowledge, Skills and Competencies
  2. Organizations' Strategic Objectives
  3. Needs and Expectations of the Stakeholders/ Customers (internal & external)
  4. Good Management Practices
  5. Identifying opportunities to Exceed Stakeholder/ Customer Expectations
3. Create a pool of trained manpower that can cost-effectively disseminate the knowledge to a large number of employees inside the organization. This is made possible by Euro Training's unique, easy to understand and easy to use methodology, based on *checklist and quality assurance* approaches.
4. Euro Training instructors often act as mentors for the participants. It's the most effective way to ensure effective competency development and the subsequent application of those competencies on the job, by your motivated staff. We do have consultants available across Americas, Europe, Asia and Africa (Please inquire about our post program mentoring plans).

## Business Process Reengineering Training Program (BPR651-2)

### Participant Individual Career Benefits

1. You gain a multi-discipline understanding of the issues. Meaning when you make proposals and decisions on your related job you will keep in mind the needs and expectations of ALL the stakeholders/ customers (internal & external)
2. The action plan you take away will help you make a difference in your business unit or organization! When you talk about this difference you have made to your organization in your resume, you will be a prime candidate for career advancement in your own organization or in your next job(s).
3. Understanding and acting with understanding of the Needs and Expectations of your stakeholders/ customers is known to enhance Job Satisfaction and reduce Monday Morning Blues.
4. As one of your stakeholders/customers is Executive Management, the program ensures that you know the strategic imperatives that drive the organization's efforts in your relevant job area.

### This Program is Intended for...

**Those new to the field** take away a good multi-discipline understanding of the issues involved in their work. It helps them in becoming productive quickly and in building a knowledge framework that will help them identify, understand, classify and remember on the job learning and experiences.

**More experienced participants** take away an individualized action plan as mentioned in the previous sections.

**Implementation Teams:** This program can be used to train implementation teams...

1. when a new project or initiative is being started in your organization
2. when a new strategic focus is being initiated

3. just prior to a consultant being hired to advise the organization

Each participant will take away a memorable and potentially life changing experience from the program.

No limitations are being placed on who can attend. If you are interested in the program outcomes and takeaways, or feel you can benefit from the organizational and personal benefits mentioned above, you are welcome to register for this program. Program instructors have the knowledge, experience and access to resources required to customize the program to the specific job related needs of each program group

### Registration Recommendations

**Team Nominations:** This program aims to ensure the participants have their individualized improvement plan at the end of the program. So, foreseeing the effort involved, anticipating resistance and implementation requirements, it is recommended that the organization nominate **at least two participants together** (three will be more desirable) for this program.

It is anticipated that these 2 or more participants will work together as a team or provide mutual support in order to implement the action plan.

**Single nominations** will also be accepted for the program. Single nominations are typically used to -

1. Develop personnel skills in critical skills and methodologies covered in this program.
2. Train individuals for leadership roles in business units or departments. This program will help the participant coach and lead his team in these critical skills and methodologies. (The program typically does not cover coaching skills but provides the related technical understanding in an easy to communicate manner).

### For Latest Program Schedule Email:

bpr651-2@EuroTraining.com

www.eurotraining.com/bro/bpr651-2.php

## REGISTRATION INFORMATION

1. To register: Please send us an official letter confirming registration (on organizational letterhead or Authorized Email).
2. Program Fee is
  - o USD \$8,900 per participant and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kula Lumpur is \$9,790 per participant)
3. Accommodation & Taxes/VAT (if applicable) is not included in Program fee. Special rates will be available at venue hotel for the participants.
4. Special discount of 10% is offered for participants who pay their fees at least 45 days before start of the program.
5. Refund will not be considered where the participant cancels his registration less than 3 weeks before start of the program. Alternate nominations will be allowed anytime before program start.
6. All participants are required to fill in Participant Information form - on first day of the program. Each program Undergoes Customization to Better Meet Participant Present and Future Career Needs. Please be prepared to let the Instructor/s know about your organization's Special Needs, Interests or Initiatives.
7. It is always useful for participants to bring their existing problems or case studies, work-process flow charts or job related problems for discussion - consideration will be at sole discretion of the program director/s.
8. Provisional Registration: You can make a provisional registration by sending us an email – an official registration request can be made within 2 weeks. This will ensure we will reserve a seat. All provisional registrations automatically cancel 2 weeks before program start.
9. Please note: No Live Voice Requests for Registration or Provisional Registrations.

REGISTRATION FORM	
Program:	<b>Business Process Reengineering Training Program (BPR651-2)</b>
Location Where Attending:	
Program Dates:	
Whether Participant will Consider Alternate date if one requested is not available:	
Participant Name Prefix: Mr/Ms/Mrs	
Participant Name:	
Participant Job Title:	
Participant Department & Section:	
Participant Employer/ Company:	
Participant's Present Job Responsibilities:	
Participant Email Address:	
Participant Mobile Number:	
Sponsored by:	
Sponsoring Company:	
Job Title of Sponsoring Authority:	
Name of Sponsoring Authority:	
Email of Sponsoring Authority:	
Fax of Sponsoring Authority:	
Telephone Nos. of Sponsoring Authority:	
Web Site of Sponsoring Company:	
Invoice Reference:	
Invoicing Address:	