Short Course

Business Process Reengineering

NIPAM

Business Process Reengineering (BPR)

With all time high public demand for efficient public services and quality products across all industries and organisations, compounded with stiff competition due to globalisation, it has become inescapable for the public sectors and industries to review the way they do business in order to meet the expectations of the citizens or customers and remain competitive in the world market.

Business Process Reengineering is a reform initiative to radically improve the processes to deliver efficient services and products. This programme is designed to equip participants with skill and knowledge to successfully implement the BPR reform initiative by designing new processes that radically improve turnaround time, reduce cost, improve quality and improve the profitability or bottom-line.

Course Learning Outcomes

By the end of the course, participants should be able to:

- Compile a Business case to motivate process improvement
- Identify change initiatives Project planning and governance
- understand change management
- Conduct process analysis
- Build AS-IS process maps
- Validate processes
- Establish process measurement
- Identify Change initiatives
- Set performance goals
- Design/Redesign business process
- Build TO-BE Business Process
- Develop performance controls & management reports
- Pilot new business process and measure performance of new process

Course Modules

Module One: Process Planning & Governance
Process planning and governance covers definitions and concepts, outlines the BPR framework, identification and need for process improvement, gaining management support, establishing project governance and change management. This module equip participants with BPR knowledge and skills required to ensure effective project management to implement BPR projects successfully.

Module Two: Process Analysis & As-Is Process Mapping
Process Analysis & AS-IS Mapping covers the detailed analysis of a process, it begins with how to interview respondents, how to record the interview, preparation for process mapping, process mapping, validation and performance measurement. The main goal is to visually document the current state of operation to clarify exactly how the business process works.

Module Three: Process Design /Redesign
Process Design & Redesign is the most critical and covers the process redesign phase, it begins with improvement criteria, creating process vision, formulating desired performance goals and process improvement approaches/techniques to be applied to achieve dramatic improvements in performance or quality.

Module Four: TO-BE Process Mapping & Implementation
TO-BE Process Mapping & Implementation module covers the reconstruction of the new "TO-BE" process, process simulation, development of process controls and measurements, piloting, prioritisation of change initiatives and implementation of the new business process**.**

Dates

5 - 9 March 2018

Venue

NIPAM Campus, Windhoek, Khomas Region, Namibia

Who should attend

The target audience are the process owners, supervisors, subject matter experts (SME) at different levels, senior executives, individuals from reengineering teams, managers from business units, corporate planners and quality assurance managers.

Duration

The course consists of five core modules which are offered over a period of five days.

Cost

N$ 5,600.00 per person (for participation and learning materials only)

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