PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: Introduction To Business Process Improvement	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: Introduction To Business Process Improvement Certificate	

Course Syllabus

Our Introduction To Business Process Improvement training course covers the following Modules:

Module 1: Building the Business Process Improvement (BPI) Framework

Defining BPI

- Business process improvement vs. re-engineering
- Driving innovation with BPI
- Benchmarking your personal BPI skills

Uncovering BPI challenges

- The evolution of process improvement
- Defining a business process with the Business Process Improvement Framework (BPIF)

Module 2: Evaluating the Organisation

Analysing the organisational mission and vision

- Pinpointing influences on the business
- MOST
- Five forces
- PESTLE
- SWOT

Developing a communication plan

- Identifying key stakeholder's needs
- Defining the phases of communication

Module 3: Outlining the Current Process

Creating a Process Inventory

- Defining different documentation methods
- Determining Business Rules
- Applying process prioritisation techniques

Enhancing your modelling skills

- Evaluating modelling techniques and key principles
- Modelling a cross-functional activity diagram

Designing appropriate measurements

- Linking business drivers to measurements
- Identifying Key Performance Indicators (KPIs)

Module 4: Analysing and Improving the Process

- Analysing process performance
- Recognising the causes of poor process performance
- Time
- Cost
- Quality
- Satisfaction

Leveraging problem analysis criteria

- People
- Technology
- Business rules
- Materials
- Investigating root cause using problem mapping tools
- Relating root cause analysis to a business process

Module 5: Modeling the "To-Be" Solution

Designing appropriate success criteria

- Optimising vs enhancing your business process
- Focusing on customer needs
- Determining value and uniqueness
- Dissecting the "To-Be" process

Assessing process performance

- Deriving KPIs from business drivers
- Developing a KPI dashboard
- Creating an assessment plan for your own process

Module 6: Managing and Implementing Change

Maximising stakeholder buy-in

- Targeting key stakeholders
- Identifying stakeholder communication styles
- Differentiating approach based on project phase

Driving change in organisations

- Determining barriers to change
- Identifying positive and negative forces for change
- Developing and applying a force field analysis approach

Facilitating acceptance in your organisation

- Determining organisational necessities
- Communicating the innovation effectively
- Preparing the implementation plan

Module 7: Integrating BPI into Your Organisation

Implementing continuous improvement

- Recognising the history of continuous improvement
- Shadow pyramid
- Six Sigma
- TQM
- Deploying SCARF to empower stakeholders

Creating a Business Process Improvement Center (BPIC)

- Leveraging the BPIC to support stakeholders, business strategy, and knowledge capture
- Applying the BPI framework using the BPIC
- Promoting a structured approach to BPI

Focusing on feedback and measurement

- Appraising BPI processes in organisations
- Prioritising changes using the Ease/Impact matrix
- Detailing the BPI implementation plan

Course Overview

Our three-day Introduction To Business Process Improvement training course will teach how to leverage your current business strategy to drive improvement, develop tools, identify problem areas, measure performance, validate change, and create models of current and future processes. Gain the skills you need to employ a step-by-step BPI framework in your organisation to maximise efficiency and productivity.

Course Learning Outcomes

Our Introduction To Business Process Improvement training course will teach you to become proficient in the following:

- Apply a BPI framework in your organisation
- Identify processes in need of improvement
- Create and implement stakeholder engagement and buy-in
- Measure improvements using Key Performance Indicators (KPIs) linked to your business drivers

Audience

Our Introduction To Business Process Improvement training course will benefit several individuals and organisations including but not limited to:

- IT Managers and Leaders
- Business Analysts
- IT Project Managers

- IT Professionals
- IT Service Management Professionals
- Business Owners and Entrepreneurs

Entry-Level Requirements

Our Introduction To Business Process Improvement training course requires attendees to have experience experience in Business analysis.

Recommended Reading

There is no recommended reading for our Introduction To Business Process Improvement training course.

What's Included

Our Introduction To Business Process Improvement training course contains the following:

- 3-day instructor-led training course
- Learning Tree end-of-course exam included
- One-on-one after-course instructor coaching
- Pre-reading
- Course Manual
- Quizzes
- Exercises

Exam Information

Introduction To Business Process Improvement Exam:

- Format: Multiple Choice
- Questions: 40
- Pass Mark: 70%

What's Next

Attendees may enjoy our three-day Soft Skills Training For Business Analysis training course.

Our three-day Soft Skills Training For Business Analysis training course shows how specific skills, behaviours, and attitudes can impact business analysis activities and enhance your ability to become a key influencer on projects in your organisation.

Additional Information

Our Introduction To Business Process Improvement training course offers several benefits to individuals and organisations including but not limited to:

- **Increased Operational Efficiency**: IT environments often involve complex and interconnected processes.
- **Enhanced Customer Satisfaction**: IT processes directly impact the customer experience.

- Better Resource Utilisation: Business process improvement enables IT professionals to identify resource bottlenecks, allocate resources effectively, and eliminate wasteful activities.
- **Improved Collaboration and Communication**: Business process improvement emphasises the importance of cross-functional collaboration and communication.
- **Agility and Adaptability**: In the rapidly evolving IT landscape, organisations need to be agile and adaptable.
- **Alignment with Business Goals**: Understanding business processes allows IT professionals to align their efforts with the overall strategic objectives of the organisation.
- **Continuous Improvement Culture**: Learning business process improvement instils a culture of continuous improvement within IT departments and organisations as a whole.