

Process Definition Workshop



Why define and model your business processes?

There are three main reasons:

- You cannot control what you cannot describe
- You cannot re-engineer what is not defined
- You cannot benchmark without a process framework

This workshop shows you how to create and sustain business advantage through process modelling

o Objectives

- To enable you to define your integrated business process model, tightly aligned to your business goals
- To give you the framework to fully define, modify and tailor individual processes.
- To show you how to establish process ownership.
- To enable you to optimise and re-engineer your process model to gain business advantage.

o Benefits

Deploying the lessons learned on this workshop, in conjunction with use of Process Professional Composer will provide you with:

- A clearly organised, defined and focused business model, which contains processes that deliver value.
- Simpler processes leading to a streamlined organisation.
- Empowered staff who own and actively manage process improvement.
- Measurable processes that can be benchmarked.

o Workshop Format

Presentations are interspersed within class exercises to provide experience in applying key techniques. The workshop material provided includes all presentation materials, notes and handouts.

o Duration

This is available as a two-day workshop arranged according to your needs

o Workshop Content

Overview of process management

- The basic concepts.
- The need for a process model.
- Using a process model to evaluate and improve the business
- Establishing key business drivers from the Organisation's mission, vision and goals.

Establishing a business process model

- Identify the processes that match your business goals.
- Identify key processes
- The roles involved and their responsibilities
- Capitalising on commercially available process models
- Strategies for implementation

Establishing Process Definition

- The process professional process definition structure.
- How to tailor the process professional model.
- How to define additional processes.
- Maintaining the process model:
- Using the process model as a basis for improving the business.
- Maintaining alignment with the business goals

o Who Should Attend

Managers charged with improving their business performance, process architects responsible for establishing a business process model and owners of the individual business processes

For more information about this and other products contact:

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