

BUSINESS PROCESS REENGINEERING

About This Workshop:

On completion of this course, learners will acquire the essential knowledge and skills to achieve successful completion of specific re-engineering project given by stakeholders. And, will acquire a generic knowledge and application skills to initiate and implement a re-engineering project.

This course provides learners the opportunity to apply, demonstrate and practise the knowledge and skills learnt on applying process mapping skills followed by identification of improvement opportunities through classroom and practical sessions.

Learning Outcomes:

- At the end of the session, participants will be:
- Initiate re-engineering project given by stakeholders or sponsors
- Identify and select processes for reengineering
- Draw Process Chart using the mapping tool/software
- Identify value added and non-values added activities within a process using the reengineering technique
- Evaluate the process outcomes in term of cost, duration and service quality using the reengineering technique
- Reengineer the processes to meet business objectives
- Develop a reengineering project plan endorsed by stakeholders
- Simulate the new process for optimum results according to the project plan
- Structure the organization and jobs to support the new process using the reengineering technique
- Introduce change management to support the new process
- Conduct post engineering review according to organizational procedures
- Drive continuous improvement program according to organizational procedures

Who Should Attend:

- New and experienced executives, professionals or managers with functional or operational responsibilities.
- Engineering, Production, Process, Product, Quality, Industrial Operations, Purchasing, Human Resource and Marketing
- Logistics and Distribution Professionals with functional responsibilities.

- Adult Education: trainer, coach, facilitator, educator, assessor and instructional designer.
- Training Management: e-learning specialist, developer, programme manager, training manager, business development manager, education technologist and training consultant.
- Human Resource Development: human resource specialist, learning & development manager, organizational planner, training manager and consultant.

Award of Certificate:

Participants will be issued with a Certificate of Successful Completion upon meeting 75% of the required course attendance.

Duration:

3 days (21 hours)

Course Fee:

\$800 nett per trainee (GST is not applicable).

(Course fee is inclusive of all training materials and light refreshments.)