

Management by Process



Why you need Process Stewards and how they add significant value to your business **(1 day training course)**

Purpose

In this course, Process Stewards (Owners) and Process Executives will gain an understanding of their roles and where and how they 'fit' into the organisation.

Who Should Attend?

This course is aimed at executives and managers who are responsible for an end-to-end process within the organisation including:

- General managers
- Business managers
- Senior business staff
- BPM centre of excellence staff members

Course Approach

The course is designed to be interactive with the attendees creating a detailed role description for themselves.

They will have the opportunity of discussing their challenges with the expert facilitators and other attendees.

Workshop Structure:

Typical questions that will be discussed and addressed include:

- What are my roles and responsibilities?
- What is the difference between a Process Steward and Process Executive?
- What 'should' I be responsible for?
- How do I work with other functional business managers?
- Who are my other stakeholders?
- What are the typical challenges and issues that I will face?
- How do I go about establishing / agreeing business process measures?
- Which staff should have performance measures and how should these be established?
- Am I a coach and mentor or a manager, or both?

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- Should I be actually managing the business processes or just reporting performance and other information?
- How do I establish feed-back and feed-forward loops? What are these anyway?
- What will the organisation expect from me?
- How will the organisation's process maturity impact my role?
- How do I start?

Four specific reasons to enrol in this course

1. The course is highly interactive and will discuss the specific issues and challenges being faced by your organisation.
2. The course contains case studies and examples of what has worked well and what could have worked better in organisations from a variety of industries.
3. You will receive knowledge that will help you to start immediately.
4. The course is hands on and you will take home a plan of how you wish to commence the journey to a sustainable process-focus within your organisation.