

# Management by Process



## How to Manage Successful Business Process Management (BPM) Projects and Programs

Course duration: 1 day

### Purpose

To provide managers and business executives who are responsible for the management of business process improvement projects and programs with the knowledge and skills to manage them effectively, using a structured approach to minimise risks and maximise business benefits and success.

### Who should attend

- General managers
- Business managers
- BPM program directors
- IT managers
- Consultants and trainers

### Contents

*The course is based on the Jeston/Nelis best-practice 7FE Project Framework<sup>1</sup> and on the work of Derek Miers, BPM Focus*

- Brief overview of BPM - its origins, benefits, risks and critical success factors
- Similarities and differences of Business Process Improvement (BPI), Business Process Re-engineering (BPR), Six Sigma, Lean and BPM
- How to commence a BPM program and leverage from lessons learned
- Understanding the business drivers and ensuring business outcome delivery
- Building a business case that has robust benefits and outcomes
- Project scope versus the Red Wine Test: why the latter is powerful in delivering business benefits, ensuring project success and gaining buy-in and understanding
- The need to improve business processes prior to automation and how to leverage your existing IT
- Establishing programs/projects to minimise risk and maximise outcomes
- Implementing innovation to achieve significant improvements

<sup>1</sup> Jeston, J Nelis, J, *Business Process Management: Practical Guidelines to Successful Implementation*, Elsevier, London, 2008

# Management by Process



- Prioritisation – processes, tools and techniques for business process improvement projects
- Checklist for managing successful programs/projects
- Benefits of a structured and yet flexible approach, including possible projects scenarios, project phases and main steps

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