

# THE FUNDAMENTALS OF BUSINESS PROCESS REENGINEERING



## Introduction

Business Process Reengineering (BPR), as defined by Michael Hammer, is the essential re-thinking and radical redesign of business processes to bring about dramatic improvements in critical, contemporary measures of performance, such as cost, quality, service and speed. BPR advocates that organisations return to the basics and reexamine their very roots and aim for total reinvention. BPR redesigns strategic and value-added processes that transcend organisational boundaries.

This 2-day workshop is designed for participants to learn why BPR is in demand, when to and when not to use BPR and more importantly, how to do it effectively and successfully. Beyond just theory, one will benefit from rich class notes and the sharing of real-life scenarios, tips and techniques to help you avoid the many pitfalls of BPR and how to overcome the many challenges when implementing it.

## Learning Objectives

At the end of the course, learners will be able to:

- Understand what is Business Process Reengineering
- Analyse and select processes for reengineering
- Apply tools and techniques towards reengineering goals
- Overcome challenges encountered in implementation

## Who Should Attend?

This workshop is suitable for executive or managers who are responsible for the operation and performance of an organisational unit. It is especially useful for members / stakeholders of a reengineering team.

## Duration

2 days | 9am – 5pm | 14 hours

## Award of Certificate

Certificate of Completion will be issued to participants who have attended at least 75% of the course.



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## Course Contents

### 1. Introduction to Business Process Reengineering (BPR)

- Definition of BPR
- History of BPR
- Benefits of BPR
- Principles of BPR

### 2. BPR readiness

- Process analysis using method study questions
- Goals of BPR
- Attributes of customer-friendly services

### 3. BPR case study

- Ford Motors
- Kodak
- Taco Bell

### 4. Reengineering opportunities and tactics

- Prepare for reengineering
- Map and analyses as-is process
- Design to-be process
- Implement reengineering process
- Improve the reengineering process continuously

### 5. BPR best practices and guidance

- Challenges in a BPR exercise
- Critical success factors
- Changes occasioned by BPR

## Course Fees

Member: S\$470.80

Non-Member: S\$513.60

*Registration Fee of S\$17.12 apply*

*All fees stated are inclusive of 7% GST*



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<https://www.sqi.org.sg/courses/>  
or QR Code for soft copy  
and updated training schedule

### Membership Application

Register membership online at [www.sqi.org.sg/membership-join/](http://www.sqi.org.sg/membership-join/) or contact us to get the membership application form.

Membership Categories:

- ~ Organisation membership
- ~ Individual membership

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