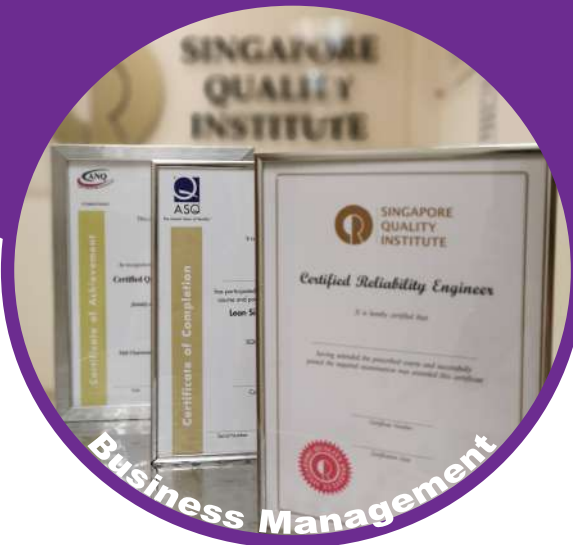


THE FUNDAMENTALS OF BUSINESS PROCESS RE-ENGINEERING



Introduction

Business Processing Re-engineering (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 organizations return to the basics and reexamine their very roots and aim for total reinvention. BPR redesigns strategic and value-added processes that transcend organizational 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 Re-engineering
- Analyze and select processes for re-engineering
- Apply tools and techniques towards re-engineering goals
- Overcome challenges encountered in implementation

Duration

2 days | 9am – 5pm | 14 hours

Who Should Attend?

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

Course Fees

Member: \$684.52

Non-Member: \$758.64

All fees stated are inclusive of Registration Fee and 9% GST

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 Re-engineering (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. Re-engineering opportunities and tactics

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

5. BPR best practices and guidance

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



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