Program Info

Business Process Management System (BPMS)
Target Audience

- Team leaders
- Supervisors
- Assistant managers
- Managers

Learning outcomes

Participant will be able to re-engineer the process by studying the business processes with an intention to improve the operational efficiency

Course Structure & Theme

Business Process Management System (BPMS) is a process reengineering methodology considering the value chain of the Organization, starting from Customer requirement identification up till the product/service is delivered. It enables Companies to model, deploy and manage Mission-critical business processes, which span multiple enterprise application. BPMS is usually used for making processes repeatable and reliable. All the business processes are mapped and critically examined for their effectiveness to achieve the business goals. BPMS combines the benefits of Business Process Reengineering techniques and Lean Six Sigma Principles.

BPMS is a systematic way of studying the business processes with an intention to improve the operational efficiency through:

- Eliminating non value added (NVA) activities, thereby simplifying the processes
- Optimizing the resources
- Eliminating unnecessary paper work
- Reducing the cycle time (Turn Around Time- TAT of processes)
- Improving the efficiency of the operations, thereby benefiting revenue

Accreditation

SSA is an Authorized Provider (AP) of Continuing Education Units (CEUs) by the International Association for Continuing Education and Training (IACET). All SSA training programs meet eligibility requirements for IACET Continuing Education Units (CEUs) according to the ANSI/IACET 1-2007 Standard.

Many organizations offer some form of continuing education credit, but only the IACET CEU is held to the strict, research-based IACET Criteria and Guidelines for Continuing Education and Training. Only IACET Authorized Providers, who undergo a strict application and site-review process, can award the IACET CEU.
The Continuing Education Unit (CEU) was created by IACET as a measurement of continuing education. One (1) IACET CEU is equal to ten (10) contact hours of participation in an organized continuing education experience under responsible sponsorship, capable direction, and qualified instruction. Under IACET’s care, the IACET CEU has evolved from a quantitative measure to a hallmark of quality training and instruction. For more information on IACET, visit www.iacet.org.

SSA has implemented a knowledge research & develop, and training delivery processes conforming to IACET’s exacting standards. Our in-house Research & Knowledge development department follows the IACET guidelines and processes right from the time client’s needs are identified till the learning outcomes are evaluated and corrective actions initiated. This includes the faculty development & monitoring.

SSA has developed an exclusive RDMAIC curriculum along with supporting software training specially designed to suit Indian industries - both service and manufacturing. This curriculum along with SSA’s proprietary consulting model has been validated many times across several industries. The curriculum embraces the American Society for Quality (ASQ) body of knowledge.

The training course keeps the engagement of the participants through teach back by participants, simulation in the class room, software hands on and frequent quiz to recap the topics covered. SSA follows the chalk-in-talk teaching method instead of overloading participants with excessive PowerPoint presentations. The concepts are driven through case studies and class room break-out sessions.

**Faculty**

SSA has a team of highly experienced Qualified Trainers who have 8000+ hours of training time spent and enjoying over 90% score in the participant’s feedback. These trainers are the consultants who have done more than 300 projects in Air-conditioning, Consumer Goods, Pharma, Petroleum, Heavy engineering, Banking, Stock exchange, Depository, Insurance, Logistics and many more. SSA shall use one of these faculties for the training program. In addition to India, SSA faculties have delivered courses in many countries outside India for audiences of various ethnic, language and cultural backgrounds.

**Course Duration**

3 Days – 2.4 CEU’s

**Course Content**

**Process Introduction**

- Organization / Business Process Model
- Activity definition
- What is a Process?
- Business Process
• Michel Porter’s Business Process Model
• Types of Business Processes
  o Management processes
  o Operational processes
  o Supporting processes
• Process disconnectors
• Evaluating effects of disconnects

Recognize

• Why is Project Selection Important?
• Balancing Business & customer needs
• Project Selection Criteria
  o Business Benefit criteria
  o Feasibility criteria
  o Organizational impact criteria
• Problem definition
• Methods of defining a problem
• Systems Approach / Roadmap
  o Who is the customer?
  o What is the output & CTQ (VOB, VOP & VOE data)?

Map & Measure

• Departmental purpose analysis (DPA)
  o When to use DPA
  o Key steps for DPA
    ▪ key activity statement
    ▪ Purpose and goals
    ▪ Customer and supplier review
    ▪ Time and skills analysis
    ▪ Action plan
  o Benefits of DPA
• Value Stream Mapping (VSM)
  o VSM Vocabulary
  o Steps to create VSM
  o Timeline
• As Is VSM
• Work balancing graph
• VSM applications
• What is a Charter?
• Project Charter
• Elements of Project Charter

Analyze

• The Three M's of waste - The Lean Triad
  o Muda – Waste
  o Muri – Overburden
• Common issues in business processes
• Typical Complex organization model
• Typical Organization VS Total Quality Organization
• Goal of BPMS
• BPMS process flow
  o Who is the supplier?
  o Which are the functions/departments to deliver the output?
  o What are the processes involved in each functions?
  o What are the disconnects between each functions?
  o What are the problems the customer is facing (As Is process)?
  o Draw the interface diagram/Process maps?
Business Process Management System

- Classification of Activities
  - Value adding activities
  - Non-value adding activities
  - Business value adding activities
- Why Analyze value?
- Time analysis
- Time Trap

Optimize

- How Kaizen projects are solved?
  - Brain Storming
  - Theme and Goal Set-up
  - Data Collection
  - Classification
  - Cause and Effect Analysis
  - Countermeasure Set-up (Plan)
  - Implementation (Do)
  - Effectiveness of Results (Check)
  - Correction of Countermeasure (Action)
  - Monitoring
  - Standardization
- 5S

Repeatable

- Measure of performance (MOP)
- Why measure of performance
- Benefits of MOP
- Process Standardization
- Benefits of Process Standardization
- Key Performance Indicators (KPI'S)

- Causes for time traps
- Work In progress
- Takt time
- Process Lead time
- Kaizen
- Cycle of Kaizen activities
- Five Main Elements of Kaizen

- Sort
- Set in order
- Shine
- Standardize
- Sustain

- Poka Yoke
  - Mistake proofing
  - Some challenges faced in the industries
  - Principles for Mistake Proofing
  - Errors vs. Defects
  - Traditional Inspection
  - Mistake Proofing Inspection

- Problem Root cause Solutions (PRS) table
- Benefit analysis table

- Benefits of KPI's
- Management information systems (MOP)
- MIS report
- Benefits of MIS
- Dashboard

Training Methodology

- Chalk & Talk
- Group discussion
- Group exercises
- Simulations
- Quiz
- Teach back sessions by participants
- Use of iGrafx software.

**Course Certificate**

The Following are the criteria for evaluation of the Participants:

- Faculty assessment of the participants
- Exam scores – minimum 70% to qualify.
- Attendance to the training program

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