

BOOKINGS

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About the Boston University Business Process Management Professional Certificate Program

The Boston University Corporate Education Centre (BUCEC) offers comprehensive business, management and project management training and certification programs to accelerate your career advancement. The Business Process Management (BPM) Professional Certificate Program is an exciting, innovative program that prepares industry leaders for tomorrow's economy. The program is designed to provide business leaders and managers with the knowledge, tools and skills required to improve their company's business processes, eliminating waste, increasing agility and improving performance.

BTELL offers the first two modules of the Business Process Management Certificate Program exclusively to BPM professionals in Australia and New Zealand in 2006.

To earn the BUCEC Business Process Management Certificate students must complete all five of the following courses. Credit toward completion of the BUCEC BPM Certificate will be granted to all students completing the 1st two modules offered by BTELL

- Principles of Business Process Management (1 day)
- Introduction to Business Process Modelling, Analysis and Design (2 days)
- Information Gathering and Facilitation for Business Processes (2 days)
- Managing a Business Process Project (2 days)
- BPM Professional Certification Practicum – conducting an analysis and design project (3 days)

For further information on the BPTrends Associates/Boston University Professional Management courses, curriculum and certificate programs see <http://www.butrain.com/business-management-training-courses/certification-programs.asp>

About BPTrends Associates

Business Process Trends Associates is a professional services company established in 2005 by the principals of BPTrends, (www.bptrends.com) the most trusted source of information and analysis on trends, directions and best practices in BPM, and Process Renewal Group, the most respected BPM consulting organisation committed to helping companies successfully manage business process change. BPTrends Associates develops and delivers the BPTrends Associates BPM Curriculum, the most comprehensive, hands-on practical BPM training curriculum available today. BPTrends Associates has partnered with Boston University to deliver the BUCEC Business Process Management Certificate Program. In addition to the BPTrends Associates BPM Training Curriculum, BPTrends Associates provides Executive Seminars, Mentoring, Education and Consulting services to companies and organizations world wide.

About your presenter

Roger T. Burlton is a founding partner of BPTrends Associates and the co-author of the BPTrends Associates Business Process Management Curriculum, the founder of Process Renewal Group, and the author of the best selling book, Business Process Management: Profiting from Process. He is an industry thought leader in innovative approaches for organisational change and is internationally recognised for his contributions to the field of Business Process Management and BPM Methodologies. Roger is a seasoned practitioner with over 20 years of experience delivering pragmatic business process change solutions to organisations around the globe. An exceptional speaker, Roger has chaired several high profile conferences on Advanced Business and Information Management around the world, including the BPMG Tenth Annual Process Management Conference, Process and Knowledge Management Europe, and in the U.S, the National BPR Conference, Shared Insights (formerly DCI) BPM Conferences, Knowledge Management Conferences, Software World, and The Executive Summit. To date, he has conducted over six hundred seminars and has presented to over twenty-five thousand professionals. Roger's seminars have been translated for audiences in more than twenty countries.

Comments from BPTrends Associates students, BUCEC BPM Certificate graduates and former BTELL BPM course participants -

"The certification class was outstanding! It was a good investment where I can see a near term ROI," Project Management and Information Technology Consultant, USA

"Roger introduced a range of ideas, concepts and techniques that are very useful in the areas I work in. Very good and comprehensive with some useful opening up of new horizons," Australia Post.

"Very knowledgeable and able to draw on a broad range of experiences," Statistics New Zealand.

"Superb. Anecdotes were relevant to reinforcing content. Delivery was relaxed and interactive. Use of data show effective," IAG New Zealand

"Very good. Great understanding and insights into content," ANZ Bank

"Very knowledgeable, clear and intelligent presenter. Also very personable. One of the best I have come across," Christchurch City Council

"Loved the hands on examples and real-world stories to support the learning and concepts." Teradyne, USA

GROUP DISCOUNTS AVAILABLE

Contact BTELL on 61 (0)2 9387-3344

www.btell.com

Return to BTELL PO Box Randwick NSW 2031

THE PRINCIPLES OF BUSINESS PROCESS MANAGEMENT

&

INTRODUCTION TO BUSINESS PROCESS MODELLING, ANALYSIS AND DESIGN

Two courses taught by Roger Burlton, Founding Partner, BPTrends Associates, and co-author of the BPTrends Associates/ Boston University BPM Management Curriculum

Complete five courses to earn the BPTrends Associates Business Process Management Professional Certificate developed by BPTrends Associates in collaboration with Boston University.

THE BPTRENDS / BOSTON UNIVERSITY CERTIFICATION PROGRAM

Melbourne
December 13,14,15

Auckland
December 18,19,20

BTELL

PRINCIPLES OF BUSINESS PROCESS MANAGEMENT

1 Day

13 December 2006 Melbourne

18 December 2006 Auckland

Course description

This course is the foundation for all courses in the Business Process Management curriculum and is required for BUCEC BPM certification. It provides an overview and discussion of the principles, concepts, trends and techniques required to transform your business from a traditional, functional organisation to a process-centric organisation. The course provides a survey of the various approaches being used in the Business Process Management field and introduces participants to a simple audit they can use to provide an indication of where their own organisation is and where it needs work to become process centric.

Agenda

- Why create a process-centric organisation?
- Where do you start?
 - Levels of BPM activity
 - Case study: XYZ Company
 - Exercise: Scoping a Business Process audit

The Enterprise Level

- Establish strategy and strategic themes
- Characterise organisation, major processes and stakeholders
- Establish performance measurement system
- Align enterprise resources to support processes
- Establish a process governance system
- Case Study: Boeing Airlift and Transport
- Establish a BPM Group to coordinate efforts
- Determine priorities and create change management system
- Exercise: audit enterprise level concerns

The Process Level

- Process problem analysis
- Business Process Redesign
 - Project Management
 - Process Modelling
 - Analysis & Design
 - Deployment & change management

BPR with OR Frameworks

- Business Process Improvement (Lean & Six Sigma)
- Human Performance Technology (HPT)
- Business Process Automation (IT)
- Business Rules (BR)
- Modelling tools
- Exercise: Audit: process level concerns

The Implementation Level (IT)

- Business Process Management (BPM) and the Service Oriented Architecture (SOA)
- ERP and CRM implementation
- Business Performance Monitoring Systems (BAM)
- Evolving Standards (BPMN, BPEL, MDA)
- Exercise: audit: Implementation Level (IT) concerns

Pulling it all together

Discussion of audits

Course times: 9.00 am - 5.00 pm

Break times: 10.30 am, 1 pm & 3.30 pm

INTRODUCTION TO BUSINESS PROCESS MODELLING, ANALYSIS AND DESIGN

2 Days

14, 15 December Melbourne

19, 20 December Auckland

Course description

This course provides an introduction to the skills and techniques required to design new processes or to redesign and improve existing processes. This course focuses on identifying opportunities for processes or to redesign and improve existing processes. This course focuses on identifying opportunities for process improvement and presents the process analysis, modelling and design techniques and tools required to improve performance. Participants will learn to scope processes and to model organisations, value chains and specific processes using graphical models to document results. And, they will learn how to define measurement techniques for evaluating outcomes. Guidelines are provided for establishing modelling standards and selecting simple tools. The course is organised around a universally applicable case study that will be developed by attendees working in teams. The approach is hands-on and business oriented and attendees will immediately be able to apply what they learn within their own organisation.

Agenda day one

Overview of Business Processes

- Why process-based change
- Defining a business process

Defining a Process Project

- Identify process stakeholders
- Formulate process vision and performance targets
- Document IGOE's (Inputs, Guides, Outputs & Enablers)
- Define project scope
- Develop project approach and standards

Case Study: Defining and scoping a process change

Modelling a current process

- Importance of modelling the "current" process
- The understanding and modelling steps
- Modelling standards
- Pros & cons of several popular modelling techniques

Case Study: Modelling a Process

Agenda day two

Measuring a process

- Finding the 'right' measures
- Balanced measurement techniques

Case Study: Measuring a process

Analysing a process

- Conducting a process walkthrough
- Conducting root cause analysis
- Applying various value-added analysis techniques
- Identifying "quick wins"

Case Study: Analysing a process

Creating a new process

- Researching innovative ideas
- Establishing evaluation criteria
- Exploring various creative techniques
- Evaluating alternatives

Designing new process models

- Guidelines for process design
- Modelling the process steps and flow
- Cross referencing process to data
- Documenting assumptions

Case Study: Creating a new process

Validating a new process

- Developing scenarios
- Gaining buy-in for change

Summary

Course times: 9.00 am- 5.00 pm

Break times: 10.30 am, 1 pm & 3.00 pm daily