

Business Process Re-engineering

Course Content

1. Business Process Fundamentals Definition of Business Processes Business processes and functional processes Importance of focusing on business processes
2. Understanding Business Processes Customer focused analysis of business processes Identifying value adding activities.
3. Visualizing Business Processes Introduction to flowcharting Types of flowcharts – block diagrams, functional flowchart with time-lines.
4. Benchmarking Origins of benchmarking – Xerox approach Definition of benchmarking. (Internal and external)
5. Re-engineering and Information technology Flow charting information flows Using IT to speed up processes.
6. Organizing for re-engineering Obtaining top management commitment Creating cross-functional teams Supporting teams with resources.
7. Re-engineering – design phase Selection of processes to be re-engineered Setting time frames, targets.
8. Re-engineering – implementation phase Communicating the benefits for the organization Communicating the benefits for the individuals Monitoring progress Consolidating the gains .

Case Studies and Presentations

Books :

1. Re-engineering the Corporation - Michael Hammer & James Champy
2. Beyond Re-engineering - Michael Hammer
3. Business process Bench marking - By Robert C. Camp